

REVENUE CYCLE MANAGEMENT

Client:
Adirondack Health

Location:
Saranac Lake, NY

Lower A/R days, fewer denials and increased paid claims.

Adirondack Health came to TruBridge after discovering they could save money over their previous clearinghouse. "We had a new director come in who'd been using a few of the Revenue Cycle Management product modules from TruBridge in his previous hospital," said Adirondack Health Patient Financial Services Analyst Mark St. Dennis. "The cost savings was the main reason we decided to switch to TruBridge." However, due to the seamless integration to Meditech as well as other product capabilities other benefits revealed themselves as well:



**20% decrease
in A/R days**



**40% reduction
in denial rates**



**22% increase
in paid claims**



**\$125,000 recovered
in underpaid claims**

THE SOLUTION

Adirondack Health uses the full suite of integrated TruBridge RCM product modules, including claim scrubbing and submission, ERA retrieval, remittance management, denial and audit management, eligibility verification, and contract management. "We've also incorporated the Medicare Navigator module, which is really easy — one login, one system," said Kathy Bauer, Director of Patient Financial Services. "And, it costs less than what we were using prior."

According to St. Dennis, it has been a good experience from the start. "With the help of the TruBridge experts and our dedicated staff, the overall improvement in key areas of the revenue cycle has exceeded our expectations."

THE RESULTS

Decrease in A/R days



A quality revenue cycle management solution plays an important role in ensuring health care facilities get paid every dollar they deserve from both patients and payers. Since implementation, the TruBridge RCM product, including its integration to Meditech, has helped steadily decrease their gross A/R days. The bottom line is that TruBridge RCM has helped Adirondack Health get paid faster while improving efficiencies across many areas of the revenue cycle.

Increase in paid claims and reduction in denials



With the TruBridge RCM product and additional process changes, Adirondack Health has experienced a 22% increase in paid claims. "We've found tremendous efficiency gains in the audit management module. Essentially, we have one individual who is our appeals and audit coordinator," said St. Dennis. "She's been incredibly impressed with the ability to track and manage claim appeals and, as such, we've seen significant improvements in our auditing, tracking and appealing of denied claims."



While the increase of paid claims has been great, the best way to increase efficiency while still getting paid is to reduce the percentage of claim denials and the related effort to manage them. The TruBridge RCM suite has endless flexibility and customization on a payer by payer basis. This capability has enabled a 97% first pass clean claim rate, which specifically relates to the 40% reduction in denied claims. Simply put, "the TruBridge RCM suite has allowed us to operate more efficiently, saving us valuable time and money managing the ever-increasing complexity of healthcare billing," said St. Dennis.

Recovery of contract underpayments



Once live on the core TruBridge RCM modules, Adirondack added the contract management module. Since the module can compare payer contract terms to actual paid claims, Adirondack was able to identify a variety of underpayments. In fact, in the first 10 months, they identified one payer that had been underpaying claims by 2% for more than two years, and a second that was underpaying by 3% over a six-month period. With information and data to support their case, Adirondack successfully negotiated a settlement payment of \$125,000 for the underpaid claims.

St. Dennis shared that the TruBridge contract management module provided a nice mix of technology and data that allowed them to compare contract terms against actual paid claims. "Having better tools to manage contracts and the related leverage to hold payers accountable will continue to help us get paid every dollar we deserve from our payers."

TRUBRIDGE REVENUE CYCLE MANAGEMENT (RCM) SUITE

TruBridge, offers a superior RCM product, which consists of a suite of integrated web-based tools designed to further improve the financial health of healthcare organizations of all sizes. Contact us for help increasing your paid claims rate and decreasing the amount of time it takes to manage this complex process.



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