



3 Ps to Successful Claims and Reimbursements Processing: Provider, Payer & Patient

hfma™



SERIOUS MEDICINE. EXTRAORDINARY CARE.®

CommerceHealthcare™

Today's Speakers



Sheila Augustine

Director of
Patient Financial Services

Nebraska Medicine



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Senior Vice President

CommerceHealthcare

3 Ps to Successful Claims & Reimbursements Processing: Provider, Payer & Patient

Agenda

Introductions

Provider Healthcare Trends

Provider: Process, Practice, Performance

Payer Healthcare Trends

Payer: Maximizing Relationships

Patient Healthcare Trends

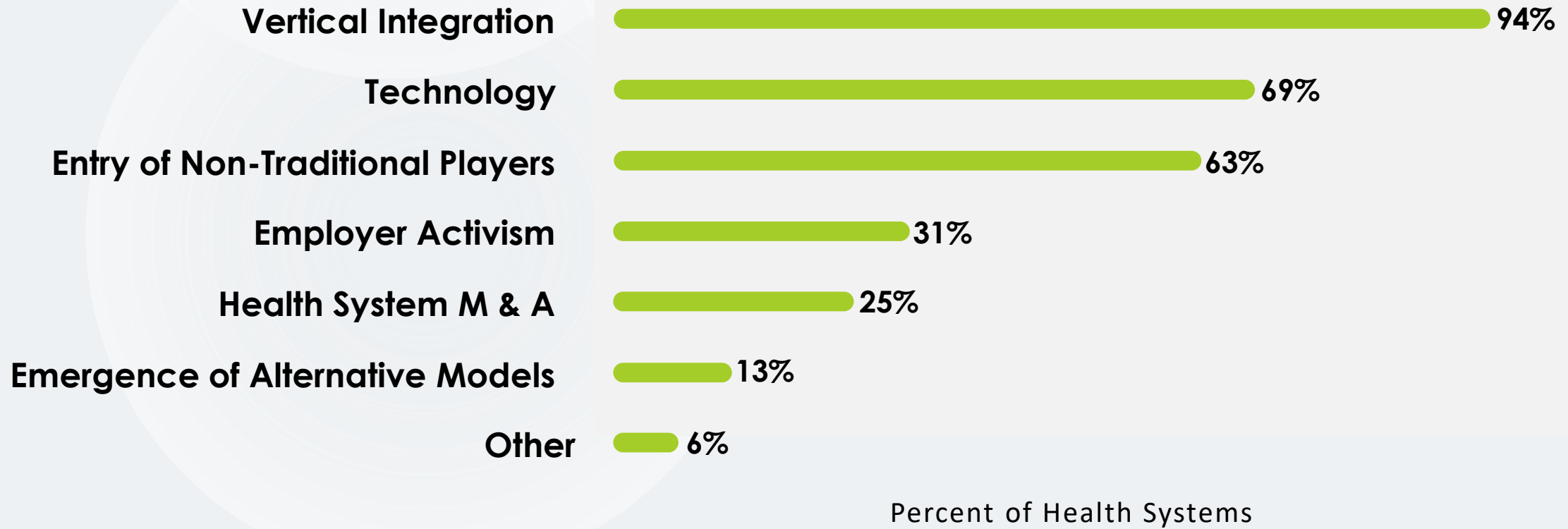
Patient: Enhancing Experience

Q&A

3 Ps to Successful Claims and
Reimbursements Processing:
Provider, Payer & Patient

Provider Healthcare Trends

Top recent trends impacting the healthcare industry



Provider Healthcare Trends

Lower reimbursement rates

Significant delays in cash flow

Changing where and how services are provided

Shifting EFT mandates and fees

Changing remittance process

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Provider: Process, Practice and Performance

About Nebraska Medicine



Key Drivers and Catalysts of Change

Key Drivers of Change:



Failed Collections



Patient Care

Key Catalyst of Change:



Consolidate Groups



Change Processes



Strengthen Relationships

4 Keys to Successfully Implementing Claims & Reimbursements Process Change



Incorporate into
Culture



Employee
Engagement



Training &
Education




KPIs &
Metrics

Training Crosswalk During Consolidation

Information	SA 20	SA 10 Account Maintenance	SA 10 Guarantor Account Maintenance
Guarantor Overview	Guarantor Snapshot	Enterprise Guarantor Summary	Guar Summary or Prof Snapshot
Balances	Guarantor Snapshot	Enterprise Guarantor Summary	Guar Summary or Prof Snapshot
Workqueue History	Guarantor Snapshot	Status Summary (HB Accts)	Prof Snapshot (PB accts)
Contact History	Guarantor Snapshot	Contact History	
Coverage Summary	Guarantor Snapshot	Cvg Summary	Cvg Summary or Prof Snapshot
Visit	Visit Inquiry	Prof Visit Inquiry	Prof Visit Inquiry or Prof Snapshot
Enter a New Activity	Guarantor Snapshot	Acct Activities	Guar Acct Note
Charges on Account	Tx Inquiry	Prof Tx Inquiry	Prof Tx Inquiry
Invoice	Invoice Inquiry	Prof Inv Inquiry	Prof Inv Inquiry
Billing History	Billing History	Enterprise Guarantor Summary or Account Contact	Guar Summary or Statement History
Pending Charges	Pending Charges	Prof Tx Inquiry	Prof Pend Chgs
Aging	Aging		
Patient Summary	Patient Summary		Patient Summary
Account Notes	Account Notes	Acct Activities	Guar Acct Note
Guarantor Account Edit	Guarantor Account Edit	Registration	Registration
CRM List	CRM List	Account History	CRM List

Training Crosswalk During Consolidation

 Guarantor Types			
Old Guarantors	Coverage	New Guarantors	Coverage
Personal/Family	Self or Insurance Company	Personal/Family	Self or Insurance Company
Corporate	None	Personal/Family - Set Specialty Billing Flag	None
Workers Comp	Work Comp Carrier	Personal/Family	Work Comp Carrier
Third Party Liability	Third Party Liability	Personal/Family	Third Party Liability
Dental	Insurance Company	Personal/Family	Self or Insurance Company
Behavioral Health	Self or Insurance Company	Personal/Family	Self or Insurance Company
Ward of the State (Children's Services)	Medicaid	Add'l Type-Ward of the State	Medicaid
Student Health	Insurance Company	Personal/Family	Student Health Plan - 271001 and Health Insurance
Transplant - <i>Financial Case Coordinators use Only</i>	Insurance Company	Add'l Type-Transplant	Insurance Company
Prisoner	Self or Insurance Company	Personal/Family	Self or Insurance Company per P&P
Charity Clinics	None	Personal Family - Set Specialty Billing Flag	None
Hope	None	Personal Family - Set Specialty Billing Flag	None
Transplant-Pre-pay	Self-pay	Add'l Type-Transplant-Pre-pay	Self-pay
International Transplant Pre-Pay	Self-pay	Add'l Type-International Transplant Pre-Pay	Self-pay
International Pre-Pay	Self-pay	Add'l Type-International Pre-Pay	Self-pay


Old Guarantors	Coverage	New Guarantors	Coverage
TNMC Employee Health	None	Personal/Family -- Set Specialty Billing Flag	None
Self-pay Package Plans		Personal/Family	Package Self-Pay
Veterans Administration	Veterans Administration	Personal/Family	Veterans Administration
Skilled Nursing	SNF Consolidated Billing	Personal/Family	SNF consolidated billing - 273401
Vision	Vision Insurance Only	Personal/Family	Self or Insurance Company

Weekly Training Schedule

Weekly schedule

Name: Dept.: PFS Operations Manager:

Time / period	Monday	Tuesday	Wednesday	Thursday	Friday
12/17-21	New Colleague Orientation 8:00 -4:30 Storz Pavilion 1-8	Care Provider Orientation 8:00 -12:00 Lower Storz 1 & 2 New Colleague Applications Training 1:00 -3:30 LCR 2 Revenue Cycle Trainer to meet employee at main campus 3:30 -4:30	Revenue Cycle Core Training 8:00-4:30 pm ECCP 2090B Trainer: Chris	Revenue Cycle Core Training 8:00-4:30 pm ECCP 2090B Trainer: Chris	Revenue Cycle Core Training 8:00-4:30 pm ECCP 2090B Trainer: Chris

Time / period	Monday	Tuesday	Wednesday	Thursday	Friday
12/24-28	Medical Biller Training 8:00 - 4:30 ECCP 2090A Trainer: Alicia		One Chart Combined Billing and Claims 100 8:00 -12:00 Medical Biller Training 12:00 - 3:00 ECCP 2090A Trainer: Travis Insurance 101 3:00 -4:30 ECCP 4069 Trainer: Jerrod	Insurance 101 8:00 -4:30 ECCP 3024 Trainer: Travis	One Chart Combined Follow-Up 200 8:00 -12:00 Medical Biller Training 12:00 -4:30 ECCP 2090A Trainer: Travis

Time / period	Monday	Tuesday	Wednesday	Thursday	Friday
12/31-1/4	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Chris		Medical Biller Training 8:00 - 3:00 ECCP 2090B Trainer: Chris Insurance 102 3-4:30 ECCP 3024 Trainer: Dawn	Insurance 102 8:00 am-4:30 pm ECCP 3024 Trainer: Dawn	Medical Biller Training 8:00 -4:30 ECCP 2090A Trainer: Cathy

Time / period	Monday	Tuesday	Wednesday	Thursday	Friday
1/7-11	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy

Time / period	Monday	Tuesday	Wednesday	Thursday	Friday
1/14-18	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy

Time / period	Monday	Tuesday	Wednesday	Thursday	Friday
1/21-25	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy	Medical Biller Training 8:00 -4:30 ECCP 2090B Trainer: Cathy

Time / period	Monday	Tuesday	Wednesday	Thursday	Friday
1/28-2/1	In Department TBD	In Department TBD	In Department TBD	In Department TBD	In Department TBD

4 Keys to Successfully Implementing Claims & Reimbursements Process Change



Incorporate into
Culture



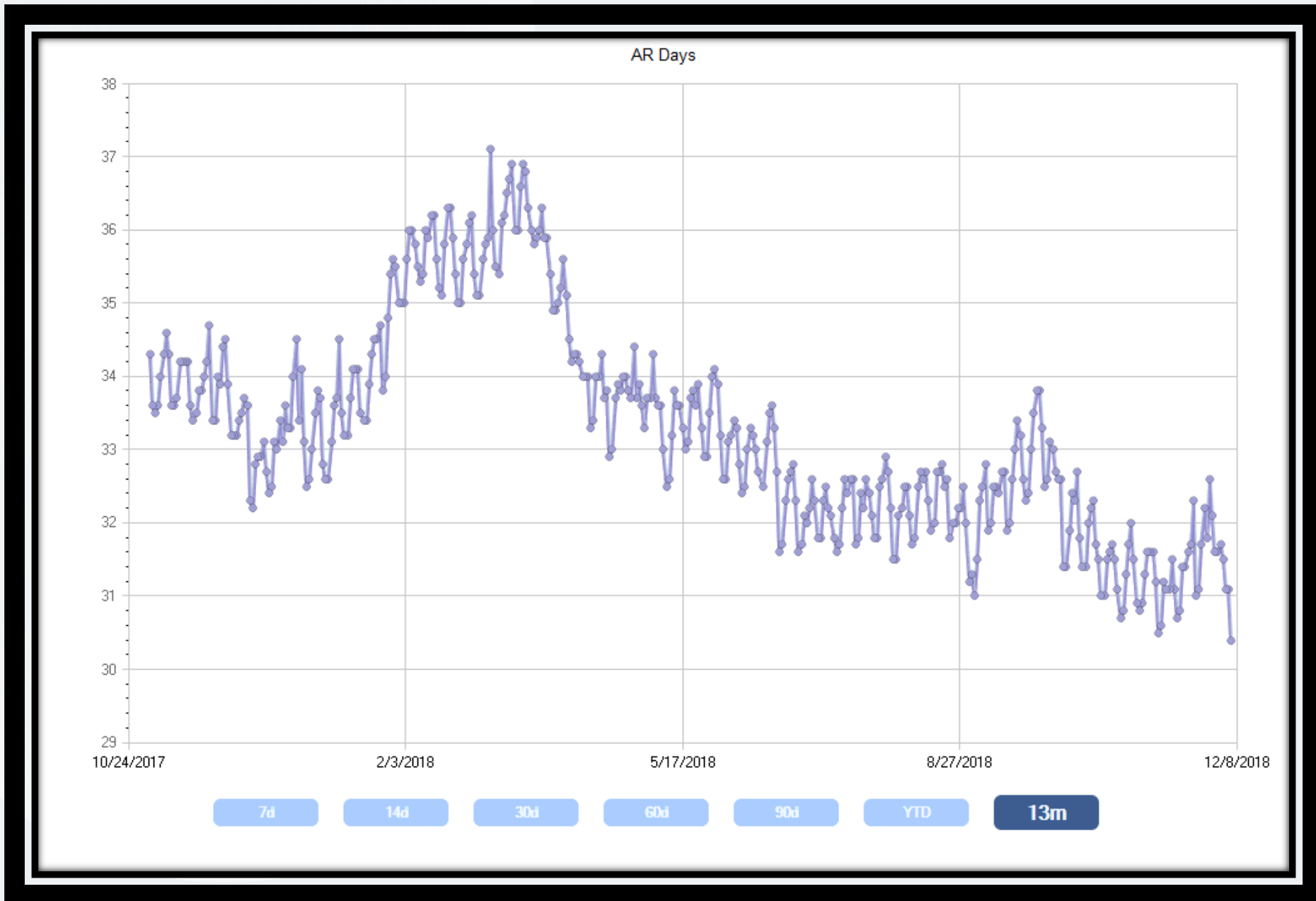
Employee
Engagement



Training &
Education



KPIs &
Metrics





3 Ps to Successful Claims and
Reimbursements Processing:
Provider, **Payer** & Patient

Payer Integration

CVS/pharmacy[®]

+

 **Aetna**[®]



OPTUM[®]

+

UnitedHealth Group[®]

Walmart 

+

Humana[®]



EXPRESS SCRIPTS[®]

+



Cigna[®]

Payer Healthcare Trends

Ever-changing coverage and billing policies

Narrowly designed plans or provider networks

Shifting Risk: Emphasis on value-based contracting

Shifting care outside the hospital setting

Increasing Payer and Provider Partnerships



Payer: Maximizing Relationships

Key to Success: Strong Payer Relationships



- **Simplify patient billing and increase collections**
 - Understanding each payers requirements
- **Reduce claim denials and aging**
 - Payers have an incentive as well to keep your aging down
- **Reduce customer service calls**
 - Proactively finding issues before the patient
- **Influence payer coverage and coding policy**
 - Payers are not right all the time.

Collection Conversations: Insurance Follow-Up

Provider Section												
GROUP NUMBER	SUBSCRIBER NUMBER	PT FIRST NAME	PT LAST NAME	PROVIDER TIN	ICN / CLAIM NUMBER	FRST DATE OF SRV	LST DATE OF SRV	TOTAL BILLED CHG	Patient Account Number	PROVIDER CLAIM ISSUE COMMENTS	Issue Comments	Who added to the spreadsheet?

3 Ps to Successful Claims and
Reimbursements Processing:
Provider, Payer & **Patient**

Consumerism in Healthcare



**Immediate
Access to
Care**



**Digital
Healthcare**



**Cost of
Care**



**Health
Data
Ownership**



**Precision
Medicine**

Patient Healthcare Trends

Shift in who pays

Price transparency and simplification of statements

New patient payment models

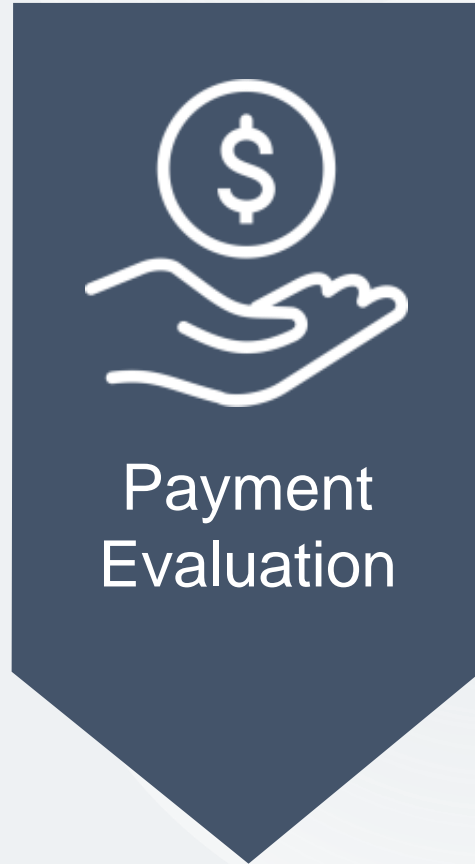
Connection between patient satisfaction and payments

Employer defined benefit plans

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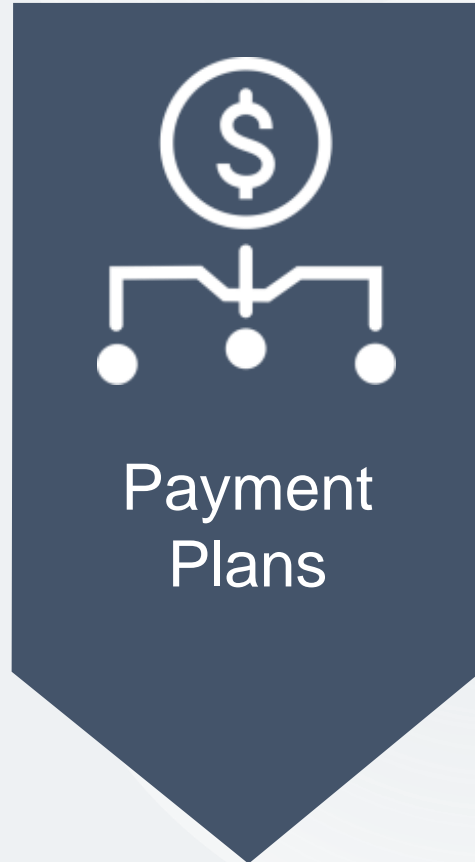
Patient: Enhancing Experience

Payment Evaluation Process



- Reorganizing revenue cycle and improving processes
- Analyze patient payment trends and preferences
- Identify options to solve for gaps and drive payments
- Communicate and education staff, payers, patients on options

Implementing New Patient Payment Options



Payment Process

1. **Attempt to get full payment**
2. **Full payment with an informal payment discount**
3. **Offer short-term payment plan**
 - a) Individuals: minimum \$25 per month over 6 months
 - b) Employees: Payroll deduction for up to 36 months
4. **Offer long-term payment option through Health Services Financing Plan**
5. **Collections**

Patient Lending (HSF) Portal

Dashboard Report [Excel Export](#)

Start Date: End Date: Service Area:

Funded Transactions

Year	Month	Amount Funded	Number of Transactions
2018	December	\$0.00	0
Total:		\$0.00	0

Credit Transactions

Year	Month	Amount Refunded	Number of Transactions
2018	December	\$0.00	0
Total:		\$0.00	0

Open Accounts

Year	Month	Open Credit Limit	Number of Accounts
2018	December	\$259.00	10

Outstandings

Year	Month	Open \$ O/S	Number of Accounts
2018	December	\$0.00	0

Open Accounts with \$0 Balance

Year	Month	Credit Limit	Number of Accounts
2018	December	\$259.00	10

Closed Accounts with \$0 Balance

Year	Month	Credit Limit	Number of Accounts
2018	December	\$3.00	3

Service Fee

Year	Month	Assessed	Paid	Refunded
2018	December	\$0.00	\$0.00	\$0.00
Total:		\$0.00	\$0.00	\$0.00

Patient Payments

Year	Month	Amount Paid	Number of Transactions
2018	December	\$0.00	0
Total:		\$0.00	0

Recourse Transactions

Year	Month	Transaction Amount	Service Fees	Recourse Amount	Number of Transactions
2018	December	\$0.00	\$0.00	\$0.00	0
Total:		\$0.00	\$0.00	\$0.00	0

Delinquent Recourse Transactions

Year	Month	Transaction Amount	Service Fees	Recourse Amount	Number of Transactions
2018	December	\$0.00	\$0.00	\$0.00	0
Total:		\$0.00	\$0.00	\$0.00	0

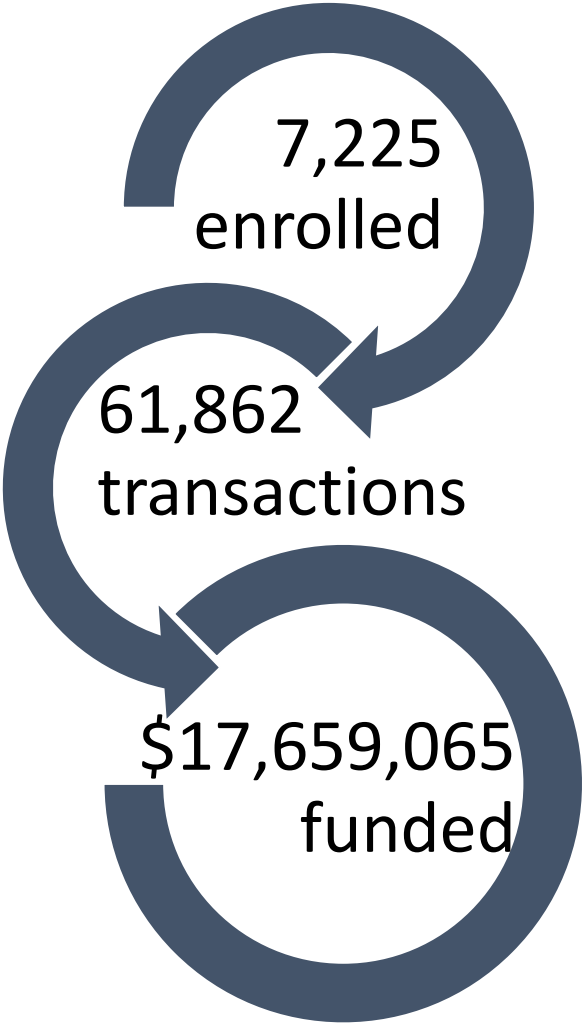
Aging Breakdown

1-30	1-30 Delinquency %	31-60	31-60 Delinquency %	61+	61+ Delinquency %	Current	Current %	Total
\$0.00	0 %	\$0.00	0 %	\$0.00	0 %	\$0.00	0 %	\$0.00

1. Full historical data and customized reporting
2. Funding and Credit Transactions
3. Service Fees and Payments
4. Recourse Transactions
5. Aging Breakdown

Health Services Financing Plan (HSF)

Since November 2016



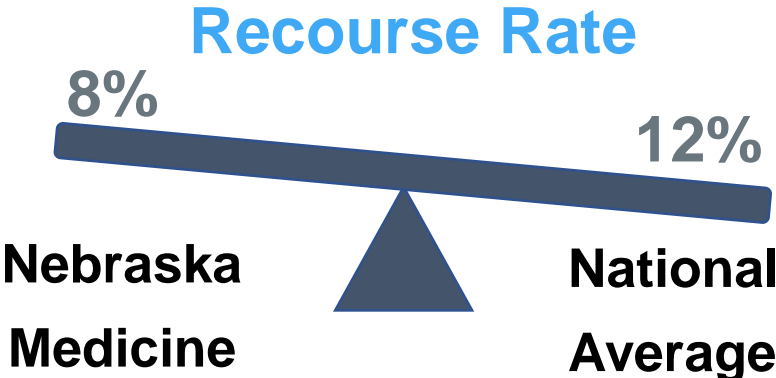
By the Numbers

Before HSF

- Managed 3 year and 6 month plans with \$8 Million in funding

After HSF

- Manage 6 month plan with \$2 Million in funding
- HSF managed by Commerce Bank, funded in 14 days



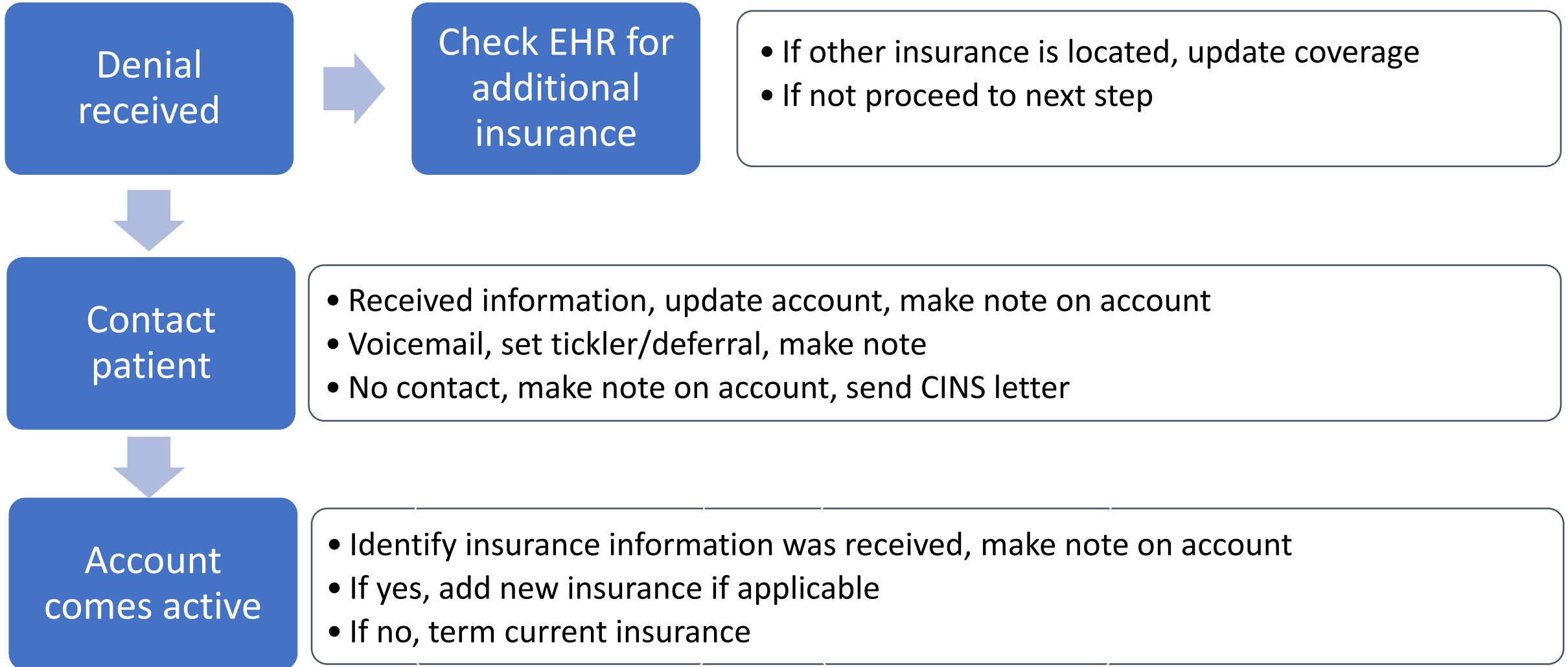
Patient Experience: Collection Conversations



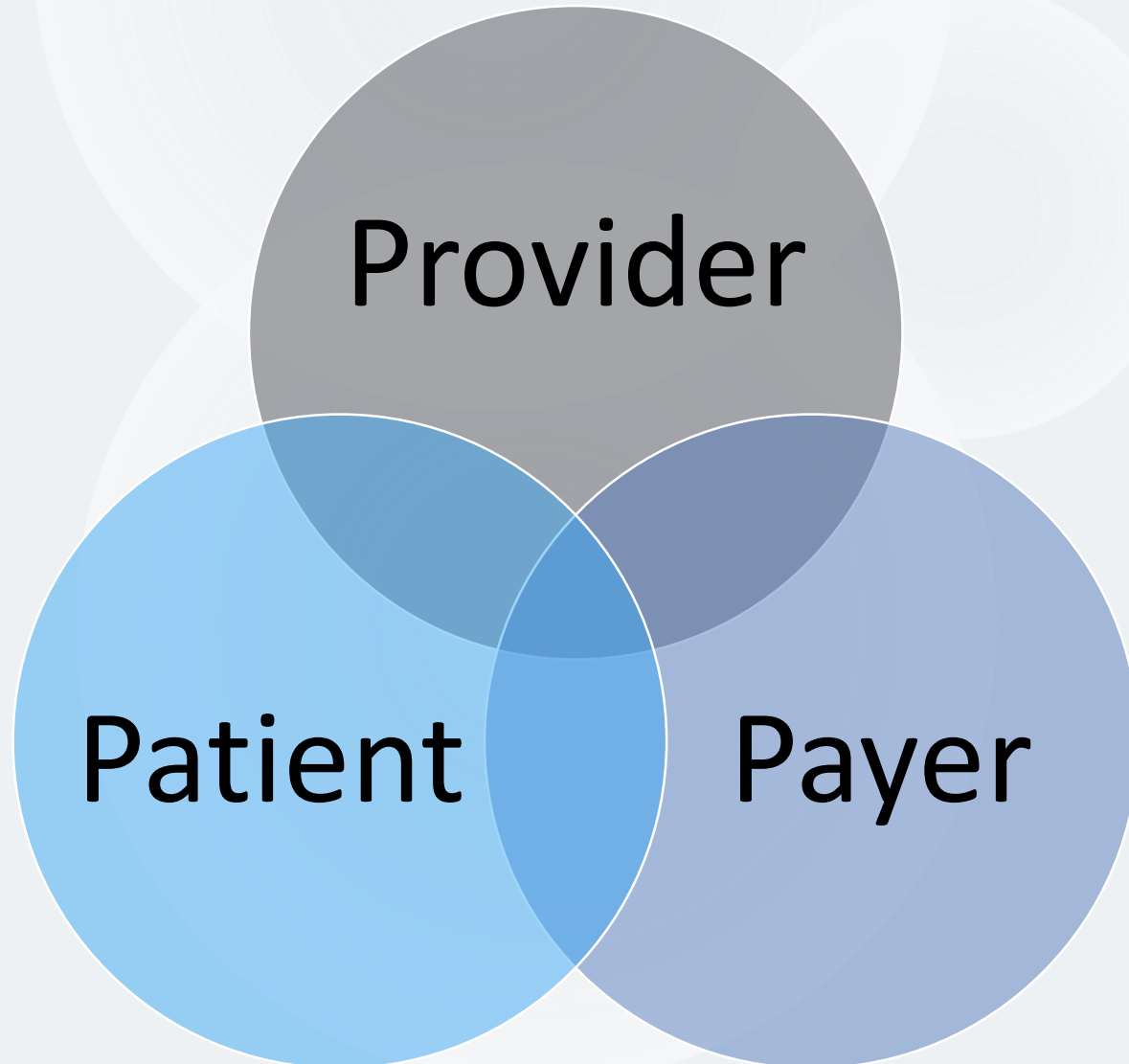
Collection
Conversation

1. Insurance follow-up
2. Patient insurance information request
3. Proactively reaching out to identify potential issues and find solutions
4. Transparency regarding non-covered charges
5. Improves patient experience

Collection Conversations: Patient Information Request



3 Ps to Successful Claims and Reimbursement Processing



5 Keys to Success

- Focus on highest return
- Communication is key for staff, payers, patients
- Develop automation with payers
- Focus on the patient & simplify the payment process
- Track and measure performance

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Q&A

Thank you



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