

CASE STUDY

Real-time Individual Payer Eligibility Solutions Streamlines Patient Verification Process, Saving on Labor and Cost Underwood Surgery Center ♦ Doug Oakley, Business Manager

Product Solution

SourcePlus Eligibility the next generation in individual payer eligibility solutions. SourcePlus Eligibility provides real-time individual payer eligibility and benefit data. Customizable workflow and alerts completely automate the verification process, allowing staff to focus on other critical tasks such as patient financial counseling and up-front patient collections.

Product Benefits

- Reduces costly, labor intensive process of manually verifying patient benefits by automating the process within your SourceMedical system
- Replaces time-consuming phone calls to insurance payers with real-time data that flows seamlessly over an encrypted, secure connection to payers
- Ensures the latest, most up-to-date coverage and deductible information through the use of customizable triggers and workflow parameters
- Minimizes risk of creating bad debt through automatic alerts of potential coverage gaps, inconsistencies or non-coverage
- Reduces claims rejections and denials with demographic conflict alerts allowing you to immediately compare patient information files to that of the payers
- View, print or archive details of coverage for each patient from within a web-based portal, keeping information at your fingertips

To Learn More

Visit sourcemed.com/sourceplus/sourceplus-eligibility

Hospital Background

Underwood Surgery Center (USC), also known as Surgical Licensed Ward Partners, is a freestanding ambulatory surgery center providing same day surgical care for a variety of patients and specialties. USC has provided more than 15 years of service to local doctors and their patients.

Streamlining the Patient Verification Process

Manually verifying a patient's coverage is a labor intensive, costly process. In addition to lengthy on-hold wait times with insurance carriers, the process of re-keying data by hand is time consuming and error prone.

To streamline its patient eligibility process, management at USC turned to a free online service that provides access to health plans and their insured patients over the Internet. Initially pleased with the experience, staff quickly realized that the baseline service lacked the desired level of sophistication. For example, rather than an automated process to identify inaccuracies when information was incorrectly keyed into the system, the service required staff to backtrack through files to locate errors and correct them. This manual process was time consuming and inefficient.

After participating in an online demonstration of SourcePlus Eligibility, staff members at the facility were immediately impressed by the level of insight the solution offered. Detailed analysis and explanation of coverage and other data necessary to process cases and educate patients of their financial responsibility in advance of their procedure were easily accessible through the system. USC immediately moved forward with implementing SourcePlus Eligibility.

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Measuring Results

Prior to the rollout of SourcePlus Eligibility, SourceMedical worked closely with USC staff to ensure that they were completely comfortable with the system, and that all of the necessary insurance companies were connected to the system.

Utilizing customizable triggers and workflow parameters, SourcePlus Eligibility was quickly tailored to the facility's workflow requirements. Insurance verifications are now set to run two weeks prior to a procedure, and newly added patients are automatically verified. Detailed analysis and explanations of coverage and other information necessary to process cases and educate patients regarding their financial responsibility are available well in advance of their procedures.



Data entered into SourcePlus Eligibility flows seamlessly over an encrypted, secure connection to payers upon input by USC staff. Changes, additions, and last minute cases are automatically synchronized and verified to ensure nothing falls through the cracks. Facility staff are automatically alerted via email of potential coverage gaps, inconsistencies, or potential non-coverage, minimizing the risk of creating bad debt.

In the event Medicare computer systems and servers are down, SourcePlus Eligibility resubmits claims continuously until they are operational and claims are either denied or

processed. No additional charges are accrued if the system doesn't connect the first time. No abandoned requests.

According to USC's Business Manager, Doug Oakley, "We have been pleased with SourcePlus Eligibility from the beginning. With just a few clicks we are able to look at anything we want and filter information as necessary. It is incredibly efficient; basically one-stop shopping when it comes to gathering information and verifying coverage."

Although the facility has only been using the system for less than one year, USC has already begun experiencing the many benefits it has to offer. One feature the facility plans to utilize more heavily in the near future is the demographic tab which allows staff to quickly compare names, addresses and other information to ensure the correct data is inputted and insurance submissions are not delayed. Use of this feature has already proven beneficial when the facility was alerted to inaccuracies related to an insurance ID number. An e-mail alert was sent to staff, real-time changes were made to correct the error and USC was able to avoid a delay in insurance payment.

About SourceMedical

SourceMedical provides outpatient information solutions and services for ambulatory surgery centers, specialty hospitals and rehabilitation clinics nationwide. With a 30-year track record and more than 4,400 satisfied customers, SourceMedical is the trusted source for innovative applications, in-depth industry expertise and unsurpassed customer service. The company's unique, end-to-end systems improve operational efficiency and cash flow while enabling healthcare facilities to deliver a higher quality of patient care.

