

Ensign Services expedites claims by 50% and collects revenue faster with primeCLAIMS



Executive Summary

Ensign Services is always on the lookout for automation solutions to improve efficiencies. In particular, they wanted a clearinghouse solution that would streamline claims enterprise wide.

Further, Tyler Douglas, VP of Information Systems at Ensign, was seeking a solution that would please staff. “As a service center, we work for the employees, not the other way around,” he noted.

Challenges

When it comes to claims, cash flow must be quick. But, Ensign Services’ EHR system lacked automated claims submission to Medicare. Further, the first claims clearinghouse they tried fell short. Adding payers was an ongoing hassle.

How We Helped

Ensign Services implemented primeCLAIMS and streamlined enterprise-wide claims management through a single clearinghouse.

- Identifying errors before submission empowered them to submit claims right the first time.
- Quicker claims turnaround drove days sales outstanding (DSO) lower than industry averages.
- Adding payers to the system was quick and easy
- Time saved was reallocated to more effective claims follow-up

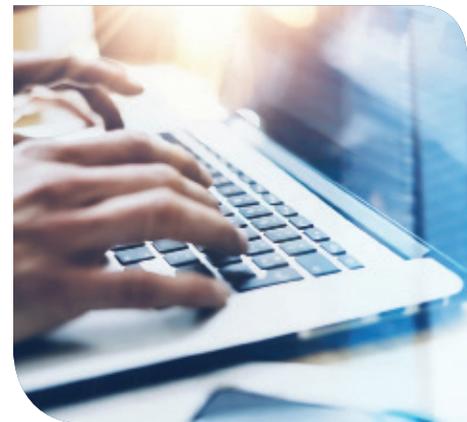
Best, Ensign Services found Prime Care Technologies offered users and team leaders exceptional support.



ENSIGN SERVICES

A leader in post-acute care, Ensign Services’ independent operating subsidiaries provide a broad spectrum of skilled-nursing, rehabilitation and assisted-living services across:

- 186 locations
- 14 hospice companies
- 18 home health businesses
- 17 urgent care clinics



“Their support services are superb. They respond to our requests quickly.”

**MIKE NESTER,
AR/PCC RESOURCE**

Results

Across 186 locations, the impact on cash flow was significant and the solution pleased staff.

- Claims turnaround shortened by 35-50%
- Claims paid in as few as 14 days, instead of 30 to 45
- Commercial payers reimbursed claims faster
- Easy-to-use system with single login to process, submit and monitor claims increased efficiency
- Staff obtained quick support responses, even to special requests

“Simply stated, the system works. It’s easy to use.”

TYLER DOUGLAS, VP,
INFORMATION SYSTEMS
FOR ENSIGN SERVICES



Automate, expedite and recover claims with THE most complete claims solution in post-acute care:

- All-payer eligibility verification
- Scrubbing
- Submission
- Denial management
- ADR alerts
- Tracking
- HETS/Medicare access
- Secondary claims automation
- 3,000+ payer connections

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