

# American HealthCare facilitates cleaner claims and expedites cash flow



## Executive Summary

Already an adopter of the primeVIEW business dashboard, American HealthCare was eager to find similar efficiencies for their labor-intensive claims operations. With the addition of primeCLAIMS, the provider is able to expedite cleaner claims, so payment can be received sooner.

## Challenges

Troubleshooting billing or claims issues was becoming a full-time job at American HealthCare, especially with the amount of paper involved. With other administrative functions to execute -- completing cost reports, maintaining databases or providing data to external agencies, for example -- critical processes were bogging down. At their corporate office, persistent work-flow issues were keeping staff from full productivity:

- Printing claims to UB04s
- Needing to manage two portals for Medicare and Medicaid billing
- Lacking time for office staff to get claims billed on time and supporting denied claims
- Once claims were billed, there was little to no follow up; and timely filing was a challenge
- Secondary claims processing also lagged due to extra work in managing a paper process

## How We Helped

As a primeVIEW customer, American HealthCare had already realized the benefits that a business intelligence dashboard could bring to their corporate operations. With the adoption of primeCLAIMS, they knew they could also streamline their claims operations for better performance and alleviate repetitive, time-consuming activities for staff by using the new automated claims portal.



American HealthCare manages 17 Heritage Hall locations in Virginia. Specializing in short-term rehabilitation, intermediate and long-term care, their facilities and staff focus on creating a comfortable and nurturing environment while providing the best care available to their patients.



“Not only did we consolidate two portals for Medicare and Medicaid, but PAC edits enabled cleaner claims and therefore faster payments.”

“Not only could we consolidate two different portals for Medicare and Medicaid billing, primeCLAIMS also customized the tool to facilitate cleaner claims through PAC edits and therefore enable faster payments,” said Becky Yocum, Director of Reimbursement, American HealthCare.

“Working with primeCLAIMS solution has been very easy. As our state goes to managed Medicaid, I know we can rely on primeCLAIMS account managers to assist with new payer set-up and getting the necessary paperwork completed.”

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## Results

- Merged two portals into one
- Sped up initial billing process
- Created cleaner claims, resulting in quicker payment (and happier management)
- Support and assistance from knowledgeable solutions provider

“As our state goes to managed Medicaid, I know we can rely on primeCLAIMS to assist with our needs.”



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