Southern HealthCare reduces claims turnaround and accelerates cash with primeCLAIMS

prime care TECHNOLOGIES

Executive Summary

Southern HealthCare Management adopted a smooth-running claims management system to quickly convert revenues to cash.

Challenges

Southern's accounts receivable team had several manual claims preparation, submission, and monitoring processes in place — a time-consuming and inefficient system. In Florida, for example, Southern works with Managed Medicare payers, and the demands far outpaced these processes. As a result, Southern looked to claims automation. While Southern's AR team believed this was a sound business decision, their initial clearinghouse selection did not yield the anticipated results.

"Before we engaged primeCLAIMS, we used an outdated and clumsy system   that catered to hospitals," stated Patti Bolen, AR Manager/ Clinical Billing Specialist. "It did not give us the attention we needed when encountering problems and responses to our requests were not timely."

As a result, updates from payers were delayed, resulting in incorrect remittance advice; claims were delivered to the wrong place or even lost.

How We Helped

Because primeCLAIMS submits claims throughout the day, they are processed more timely. And since primeCLAIMS is so easy to use, training was simple, resulting in a much quicker transition to full productivity.

"We receive confirmation within three hours," noted Bolen. "It gives the facilities the opportunity to bill and receive confirmation quickly with speedy turnaround time. Newcomers to Southern HealthCare are amazed," she added.

SHCM
Southern HealthCare Management, LLC

Southern HealthCare Management, LLC operates 38 skilled nursing facilities in Florida, Georgia and North Carolina.

"I highly recommend primeCLAIMS; it gives us the tools we need to effectively prepare, monitor, and manage our claims."

**PATTI BOLEN,
AR MANAGER / CLINICAL BILLING SPECIALIST**

The automated processing of secondary claims helped Southern increase turnaround without loss. Secondary claims are also easy to track in primeCLAIMS.

Results

- Expedited claims submission and reduced cash turnaround time by at least half a day, and in some cases by two days, resulting in improved revenue-to-cash conversion

- Reduced training time — staff understand and use it, resulting in more effective management of Southern's billing and AR practices

- Increased user satisfaction with improved productivity and submission of timely claims

Southern HealthCare Management can confidently submit batches of claims, knowing that primeCLAIMS will be there to smooth the cash flow management transition.

primeCLAIMS

Automate, expedite and recover your 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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