

Lasting impressions lead to revenue cycle success

Brown County Hospital CFO improves claims processing with the TruBridge RCM Product.



Introduction

First impressions are important. For Lisa Wood, CFO of Brown County Hospital (BCH) in Ainsworth, NE, her first impression of the TruBridge Revenue Cycle Management Product is one that stayed with her.

“When I saw the product and what it could do, I instantly saw the benefits,” said Wood. “The second thing I noticed was the service.

When I called to get some information as an interim CFO I was dumbfounded because the service was so good; I thought this can’t be true. The service I received continues to resonate with me to this day. It’s something I haven’t forgotten.”

With BCH nearing the end of the contract for its then RCM provider, Wood and Terry Hoke, BCH Revenue Cycle Manager, were looking for a new solution – and they didn’t have to look far.

Why TruBridge

Wood was looking to improve the hospital’s clean claim rates and increase the speed at which claims were processed, which strengthens the bottom line.

Case Study Highlights:

- Prior to using TruBridge, claims were waiting to be sent out for up to 10 days longer than they wanted
- Installation was simple and came with comprehensive, on-site training
- Support exceeded their expectations

“We had the reports from Medicare, and it was very clear we were not getting our claims out the door in a timely manner.

Secondly, they were not going out clean, said Wood. “The two areas for improvement I identified was getting the claims out the door in a timely manner and submitting them cleanly so we didn’t have to submit them three or four times to get the claim paid.”

Solution

Brown County Hospital needed a new claim solution, which they found with TruBridge. With Remittance Management, ERA Retrieval and Claim Scrubbing and Submission, BCH had exactly what they needed.

"I was looking for that vendor that had a higher level of expectations for their products," said Wood. "And I wanted to expose my staff to this higher expectation of what they could be accomplishing in their roles. I thought TruBridge had that depth of experience within the industry.

"I was looking for a solution the staff felt was easy to use. And I wanted our staff to understand that if we downloaded five claims today, the system should be user friendly and we should expect to send out five claims today. We should not let a system dictate to us how we have to do our work, we need to partner with a vendor that aligns with our expectations and needs."

Implementation and Support

As always, TruBridge implementation included an on-site instructor to reduce the learning curve, something BCH appreciated.

"I can't speak highly enough of our claims implementation specialist," Wood said. "Not only did she implement the product when she came onsite, she worked with Terry to make sure he was comfortable with the overall workflow - it wasn't just 'install the product and run out the door'."

And according to Hoke, that continues to this day, long after the implementation specialist left their location.

"She really knows her stuff and is just a wealth of information for us. She stays on top of things and has weekly calls with us," said Hoke. "The whole support staff is always on the ball when I contact them. If she needs to get involved, she does, but at this point we're using the support team to help us through issues."

The Right Direction

Just months into utilizing the TruBridge RCM Product for the first time, Hoke says that the revenue cycle workflow supported by TruBridge has been exceptionally solid as compared to the workflow with the previous vendor.

"There were some issues with the previous clearinghouse - claims not getting processed and no report of what was rejected, things like that," said Hoke. "I haven't had anyone complain to me that claims aren't getting through. Everything has been really smooth."

About Brown County Hospital

Brown County Hospital is a 23-bed hospital located in Ainsworth, NE. A county-owned nonprofit organization, the system also includes the Ainsworth Family Clinic and serves the Brown County area including Ainsworth, Johnstown and Long Pine, NE.

877-543-3635

trubridge.com

3725 Airport Blvd., Suite #208A Mobile, AL 36608

6.13.18

The Path to Performance