

Improved A/R Days and a Bad Debt Decrease with RCM Software

New York-based health system increases paid claims rate by 22% using the TruBridge RCM Product.



The move to high-deductible health insurance plans has changed how healthcare facilities ensure patients understand the true costs of their care. A quality revenue cycle management solution plays an important role in ensuring health care facilities receive the revenue they have earned from both patients and payers.

While one specific issue may not drive health care facilities to seek out change, previous experience can have a strong impact. "We had a new director come in and he had been using a few of the modules in his previous hospital," said Adirondack Health Patient Financial Services Analyst Mark St. Dennis. "The cost savings we would benefit from was the main reason why we ended up switching from our old claim scrubbing solution and clearinghouse to TruBridge."

Saranac Lake, NY-based Adirondack Health made the move to TruBridge after discovering there was an initial cost savings over their previous clearinghouse. Adirondack Health currently uses most of the TruBridge RCM Product modules: the Claim Scrubbing and Submission, ERA Retrieval, Remittance Management, Denial and Audit Management, Eligibility Verification and Patient Liability Estimates. According to St. Dennis, it has been a good experience from the start.

Case Study Highlights:

- Adirondack Health is a multi-location health group focused around Adirondack Medical Center in Saranac Lake, NY
- Have used the TruBridge RCM Product for over a year with steady decrease in gross A/R days since implementation
- With the TruBridge RCM Product and additional bad debt process changes, Adirondack Health has experienced a 22% increase in paid claims
- Utilization of patient liability estimation tool has improved patient communication
- First pass clean claims rate of 97%

“Working with TruBridge has been fantastic,” said St. Dennis. “There were a lot of questions that we had and a lot of things we needed to work with them on, but any time we needed our implementation specialist she would constantly address anything and help us with anything we needed.

“She gave us the training so we could start doing a lot of the things on our own as well. She provided us with the education to be able to do that.”

After implementing the TruBridge RCM Product, Adirondack Health experienced an immediate drop in their overall A/R days, and that number is steadily decreasing. And the implementation of TruBridge and the resulting changes in their bad debt process has resulted in an increase of around 22% in paid claims.

After utilizing the basic TruBridge RCM Product modules for several months, Adirondack Health added additional solutions, including Patient Liability Estimates (PLE), which has been a benefit both internally and public-facing. St. Dennis said that the Patient Access department has been able to take advantage of PLE to help patients better understand the cost of their care.

“I do know the financial counselor, the director of Patient Access, and a few other individuals use it quite often,” St. Dennis said. “It’s pretty consistently used when a patient comes in and has a procedure done.”

“We’ve seen more patients wanting to make a down payment,” said St. Dennis. “Make some sort of payment on their co-pay if we determine through PLE what it is they are going to owe. They feel more confident.”

In addition to employing PLE at the onset of a patient consultation, Adirondack Health has been able to revisit how they approach charity care. “Alongside the PLE module, we’ve revamped our charity care policy. We’re trying help the patient find out if he or she would be eligible for some sort of Medicare or Fidelis-type of insurance as well,” St. Dennis said. “We want to make sure that they fully understand what type of insurance they might be eligible for when going through the liability process.”

Adirondack Health has also been able to utilize TruBridge Denial and Audit Management. By using the same workflow that they created for Claim Scrubbing and Submission, Adirondack has found improvement in their denied claims. But it is in the audit portion where they’ve found the most benefit. “The auditing portion, it’s basically one individual who is our appeals and audit coordinator,” said St. Dennis. “She’s the one that’s using it and she has been nothing but excited since she’s been able to use it. She’s completely blown away with how much she’s able to track and the available data. She’s really been excited and has seen a lot of improvement.”

With a year of experience under their belts, the staff at Adirondack Health has been able to make many improvements that have impacted their bottom line, but St. Dennis knows that there’s always room for improvement, and that TruBridge will be there to help. “There’s still a lot of work to do, things we’re just now noticing ourselves that need to be changed. A lot of things that we wouldn’t have realized if we didn’t have TruBridge.”

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