OUTSOURCED PROCESSING OF LOCKBOX CONTENT FOR SELF-PAY ACCOUNTS: EPIC INTEGRATION WITH 835's FOR SELF PAYS & CORRESPONDENCE RECONCILLIATION

Improved Cash Posting Balance Sheet Enhancement & Reduced Collections

ScerIS ®
CASE STUDY

CAMBRIDGE HEALTH ALLIANCE

Location
Malden, MA

Type
Municipal Hospital Network

Industry
Healthcare

Website
www.challiance.org

Employees
Over 5,000 in All Facilities

ScerIS Solution
Outsource Payment Posting, Processing Zeros and Correspondence Management

ScerIS Platform
ETCETERA® EPM - Enterprise Process Management
ETCETERA® ECM - Enterprise Content Management

ScerIS Products
Lockbox EOB, Commercial Private-pay, Commercial Self-pay Processing
Lockbox Correspondence Processing
ECM Content Repository Workflow with Notifications and Escalations, Automated Data Conversion, Validation & 835 Posting
Seamless Host Interface – EPIC Retrieval

ScerIS Services
Outsource Service Center Processing
Work Queue Creation | Workflow Development

Customer Profile

Cambridge Health Alliance (CHA) is a vibrant, innovative health system that serves everyone in need. With nearly 150,000 patients in Cambridge, Somerville and Boston's metro-north region, CHA is passionately local. It is proud to provide essential services like primary care, specialty care, hospital care, emergency services, maternity care and behavioral health in convenient neighborhood locations. CHA patients have seamless access to advanced care for rare or highly complex conditions at its clinical partners - Beth Israel Deaconess Medical Center (BIDMC) and Mass. General Hospital for Children (MGHfC).

CHA's work extends far beyond patient care. It operates the nationally accredited Cambridge Public Health Department and community health programs across its service area. It collaborates closely with local non-profits and governments to improve health status and reduce barriers to care. Teaching affiliations include Harvard Medical School, Harvard School of Public Health, Harvard School of Dental Medicine and Tufts University School of Medicine.

CHALLENGE

With nearly 150,000 patient accounts and needing to upgrade their EHR and financial systems, Cambridge Health Alliance (CHA) received a grant to implement EPIC EHR and Epic Resolute which inlcude systems for Patient Financial Services. Keys to the successful EPIC implementation were decisions regarding self-pay accounts, zero-pay accounts, smaller payers not sending 835's, and correspondence and how to process the data into EPIC. These payments include remittances for both hospital and professional claims.

These payments are typically the most labor-intensive and much lower volume than from larger payers or Medicare which use 835's exclusively. The decision was made to outsource the work to ScerIS and have it performed in the ScerIS Service Center.

SOLUTION

CHA was already a long-time user of ScerIS ETCETERA®, the comprehensive content, workflow and business intelligence platform, for many of their payment and disbursement-related transactions. Leveraging that platform for integration with EPIC was an easy decision as was the use of the ScerIS Service Center for as the outsource provider for manual, self-pay and third-party payment processing.

ScerIS receives a twice-weekly feed from CHA of their claims data and uses it to verify payments against appropriate claims and provide required 835 data for posting. In addition, a daily feed of zero-pays and correspondence is provided to ScerIS for processing.

EOB's and zero-pays are processed against the provided claims data and all matches are individually processed into hospital and professional 835 electronic payment files for import into EPIC. Commercial self-pays are validated against claims and open AR data and output to custom data files for import into EPIC. All content that cannot be matched is assumed to be an exception and is provided to CHA in an exception processing work queue to be reconciled by PFS staff.

Correspondence is indexed according to the requirements for incorporation into EPIC and links from EPIC directly back to all content for claims or correspondence have been included in EPIC interfaces. When a payment dispute arises, any content stored in the ScerIS system is accessed by a link in EPIC, forming a seamless environment for Patient Financial Services.

RESULTS

In the first year of operation of the outsource processing of EOB's commercial self-pays, zero-pays, third-party pays and correspondence, all matching payments are processed within 48 hours from receipt at ScerIS, expediting the reconciliation of all payment types. Correspondence is managed effectively so that all account-related information is available for research by PFS staff within EPIC, providing a truly universal payment processing environment for both hospital and professional claims alike.

ScerIS ®