

CASE STUDY

Multi-speciality tertiary care hospital improves their Revenue Cycle and drives Patient Satisfaction



Study was conducted in a 800 bedded multispeciality hospital. It offers treatments and facilities across a wide range of specialties. With their high-quality infrastructure, hospital aims to provide a wide variety of preventive and curative solutions to various health problems. Hospital handles on an average of 2000 cashless insurance cases per month.

Challenge

- | Hospital was unable to track claim submissions and payment receipts
- | Need for insurance desk to handle multiple portals
- | Errors in submission for approvals which led to multiple queries/rejections
- | No visibility to receivables from TPA/insurance companies
- | Large volume of manual records
- | Lack of MIS for operations/business decision making
- | Manual data aggregation owing to error in updation causing incorrect receivable details and no real time access to the payment or receivables

Need

The hospital management recognized a need to digitise and automate the insurance and claims management processes and wanted to have transparency and better visibility to improve operational efficiencies and curb revenue leakages.

Solution

- | ABI Health's ClaimBook is a Revenue Cycle Management (RCM) solution, built to automate Cashless Health Insurance handling and Hospital claims management. It is equipped with features and functionalities to address every area of Claim and Evidence Submission, Query Management and Revenue Collection
- | ClaimBook has an inbuilt Rules Engine which helps with error-free uploads
- | Integrated emailing feature in ClaimBook helps to manage claim-related communications
- | ClaimBook can be integrated with third party systems like HIMS and Financial Accounting systems to minimise manual data entry and thereby reducing errors
- | ClaimBook Reports helps in better visibility and transparency of operations and executive dashboards provide group level performance metrics

ABI Health's RCM solution was chosen and implemented. Hospital's HIS solution has been integrated in a bidirectional mode for automatic data update

Impacts

- | 100% automation of insurance desk
 - Significant increase in productivity of Insurance Desk personnel
 - Enhanced patient satisfaction due to shorter turnaround times
 - First time right submission leading to significant decrease in queries and rejections
- | On-time submission of claims to TPA/insurance companies
- | Significant increase in collections within agreed SLAs - by enabling automatic payment follow-up emails
- | Auto hand-off- Discharged cases move from insurance desk to finance department for collections, instantaneously
- | ClaimBook is Cloud hosted -eliminated the need for on-premise infrastructure and ease of data access
- | Better business insights-TPA performance dashboards give visibility to outstanding, ageing of dues, revenue leakage etc
- | One-stop solution- Single window to manage all TPAs