



Where Do We Want to Go?

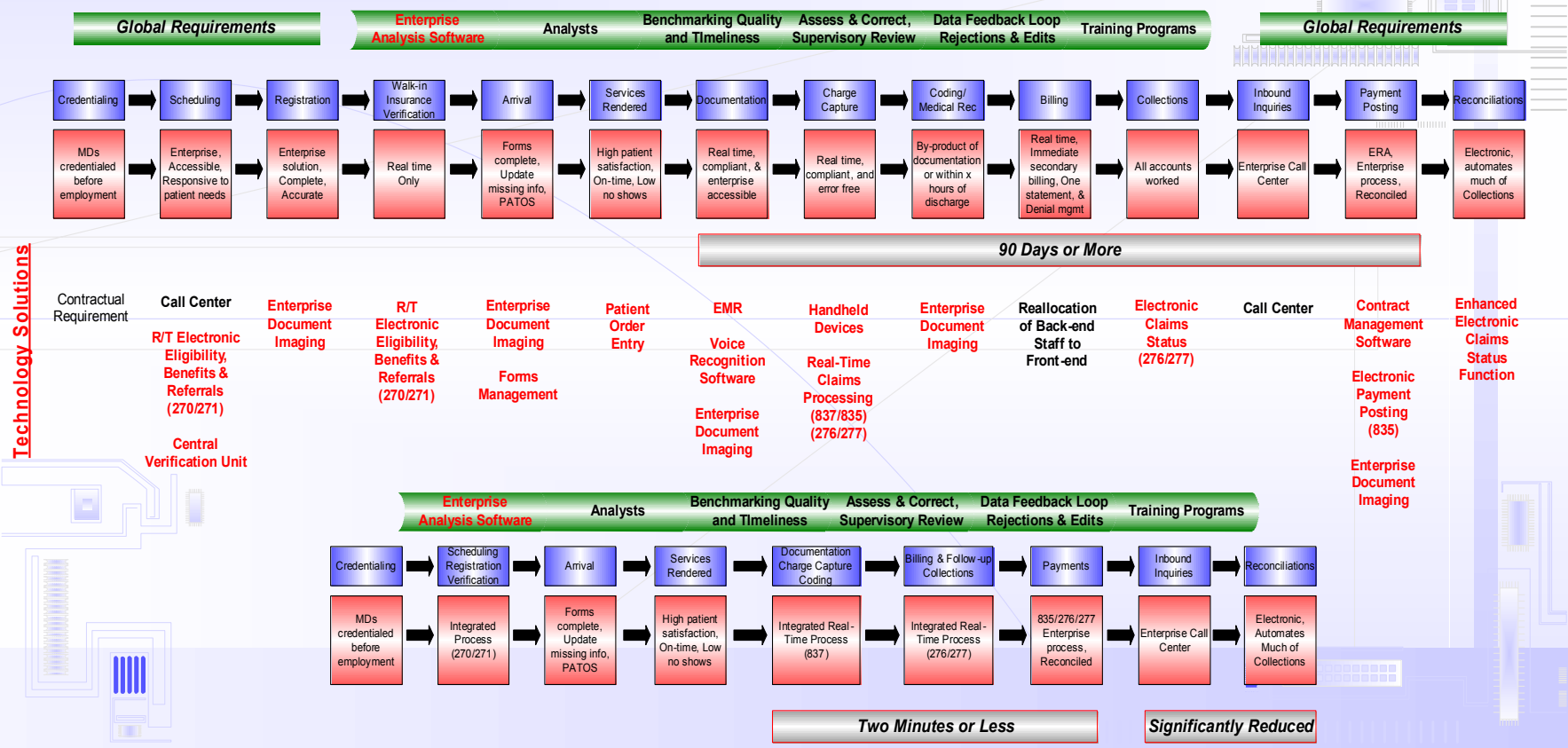
Real Time Adjudication

Denial Management in Minutes, not Months

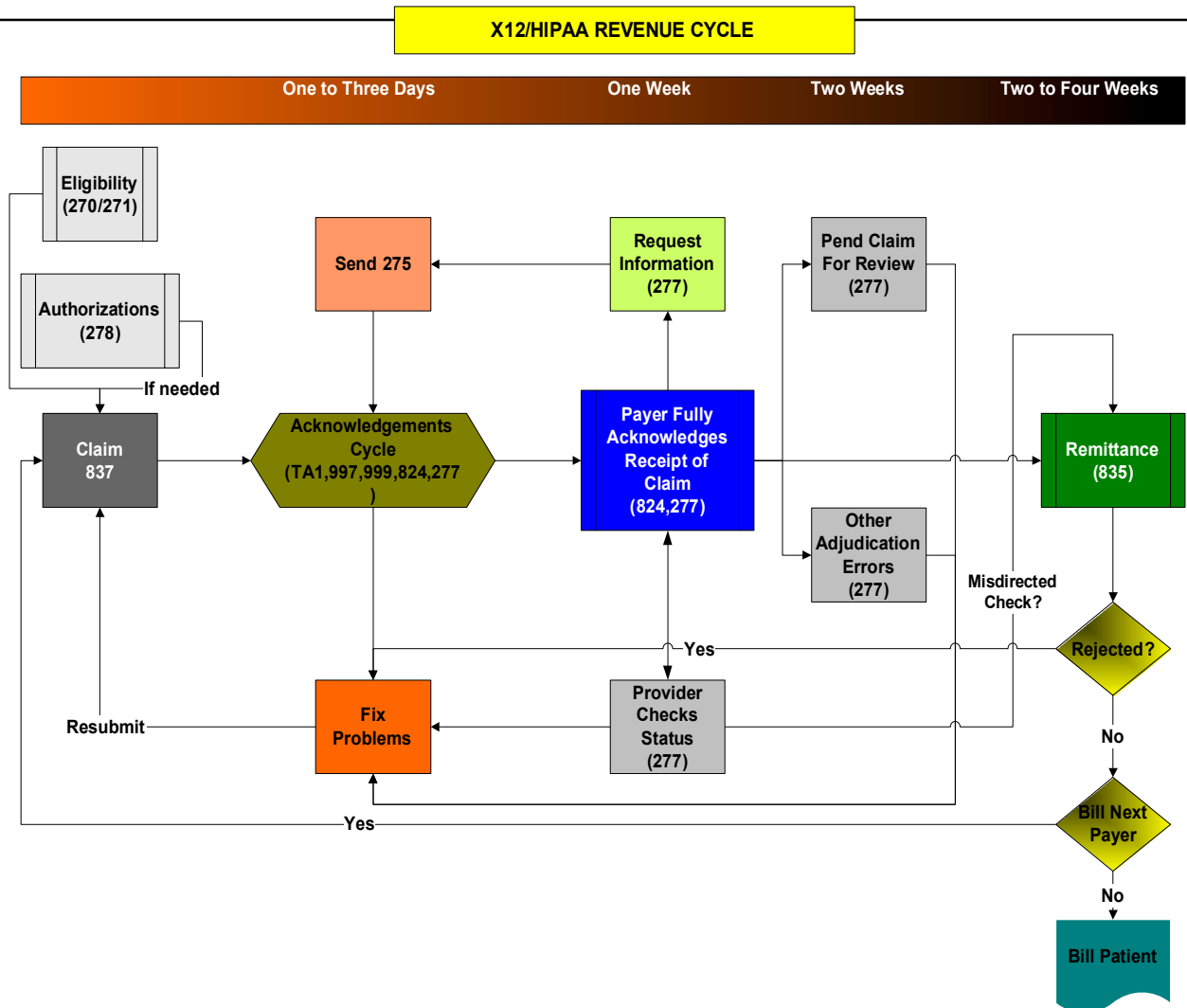
J. Robert Barbour, JD, MPS, CPHIMS
VP Finance, Montefiore Medical Center

Time is our enemy (2001)

MMC Ideal Workflow & Technology Solutions

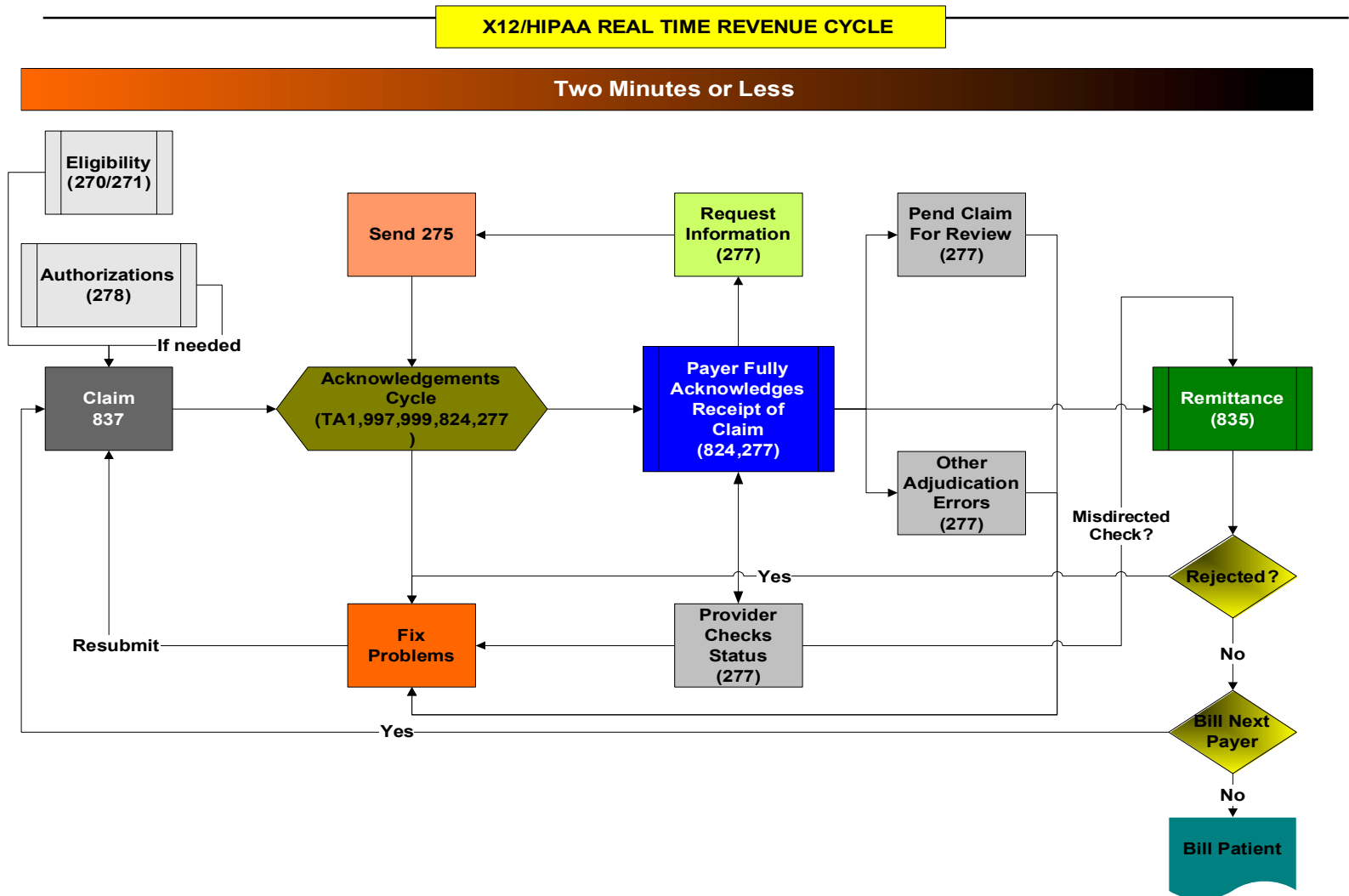


Time is Our Enemy (X12-today)



Real Time

February 13-14, 2007





Impact

- Supports CDHC
 - Out of pocket expense estimated accurately before services provided
 - Actual balance known immediately
 - Denial management done at time of service – Patient & MD immediately available
 - Revenue cycle ends before patient leaves office

Impact

- \$10.00 per claim for physicians reduced to less than ???
 - If physician sees 20 patients per day and works 44 weeks per year, this equates to \$44,000 per year
 - Most of costs are in denial management
 - If we save half, it pays for the EHR !!!



Impact

- Less stress for patients & staff
- Business office functions move to front office
- Measurable ROI for physicians adopting EHR and Real Time Technology



Montefiore Physician Batch Claim Facts

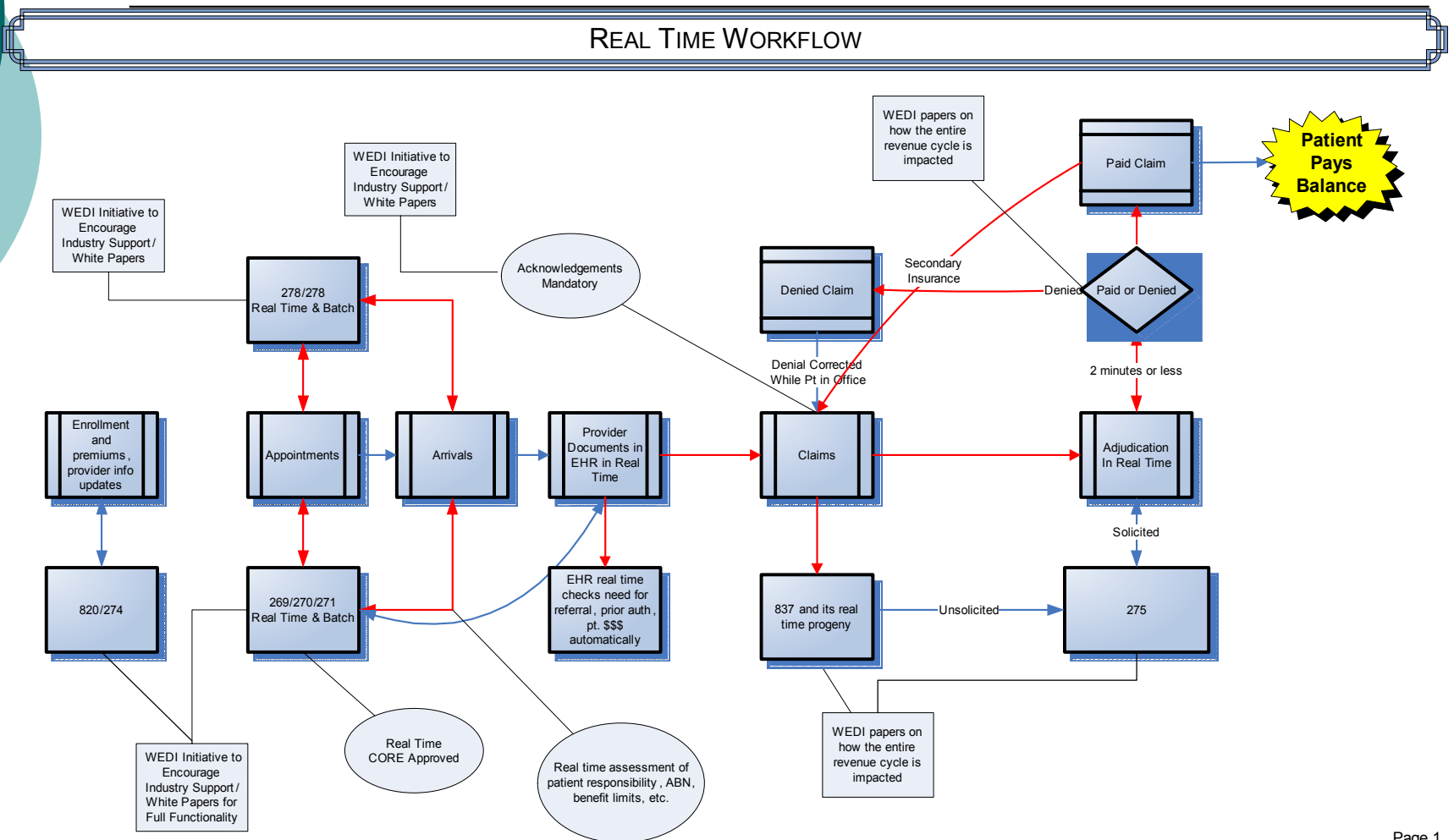
- Specialty Billing
 - 1,600,000 Visits
 - 600,000 Front End edits to work
 - Batch Medical Necessity Edits
 - Missing Modifiers, Duplicate Procedures ...
 - Credentialing Edits, Missing Authorizations ...
 - 370,000 Back End events to work
 - 220,000 denials/requests for additional info received
 - 150,000 payment variances
- Real Time Addressable
 - 275,000 Front End
 - 207,000 Back End



Montefiore's Hospital Billing Observations

- Valuable but for different reasons
 - Claims are held for late charges
 - Getting a real time response allows enhanced denial management
 - Documents still accessible
 - Staff/Providers can still provide data
 - Last step is coding and real time feedback would be invaluable

The Revenue Cycles that Ends in Minutes Rather Than Months



The Goal

REAL TIME WORKFLOW PATIENT'S PERSPECTIVE

