

The Queen's Medical Center Delivers \$5M in Cash Improvements by Ending the "Claim Status Quo"



Hawaii's largest health system eliminates write-offs by 96 percent by automating claim status verification process using web-sourced data

High claims volume at top hospital overwhelms business office staff

The Queen's Medical Center is a renowned health system and Level I Trauma Center, recognized as a U.S. News & World Report Best Regional Hospital and Best National Hospital. With 500 inpatient beds and numerous auxiliary services, the business office stays busy following up on the status of hundreds of thousands of claims. Although the vast majority are approved, notification would not occur until 45 days after service when payment or denials would arrive in the form of remittances.

Jodilyn Mafua, Operations Manager for Hospital Billing, knew her staffers' time would be better spent focused almost exclusively on denied claims. "About 75 percent of our first-pass claims are approved, but until we know that, staff is spending up to seven minutes per claim checking on status. I wanted to help my team by automating that low-hanging fruit," said Mafua.

Through her search for effective automation, she discovered that Recondo's ClaimStatusPlus™ could rapidly obtain status on the health system's entire inventory and identify claims that require manual intervention.

Hospital business office selects Recondo's proven claim status automation solution

The leading provider of revenue cycle automation, Recondo's patented software is deployed across over 900 hospitals, replacing the need for armies of staff to chase after payers for claim status, patient eligibility, authorization for services, and patient cost estimates.

SUCCESS SNAPSHOT: QUEEN'S MEDICAL

Staff was tasked with manually following up on hundreds of thousands of claims, negatively impacting cash flow and productivity.

Implementing ClaimStatusPlus™, the automated claim status verification offering by Recondo Technology delivered:

- Reduced write-offs by 96%, from \$2.7 million to \$92,000
- \$5 million in cash flow improvements

Recondo is well known for its ability to embed automated "payer intelligence" into Epic and other hospital information systems, a critical need for Queens Medical Center. Recondo was also very transparent about how its automated technology retrieves information from payer websites and worked with payers to ensure success. "This was essential. It is important that our relationships with payers remains intact," Mafua said.

Recondo was quick to implement its patented ReconBot™ or "web bots" to interact with the high volume of payers present in the Queen's health system, leveraging experienced resources who know how to integrate data with Epic. The bots quickly retrieved data on large volumes of claims, demonstrating rapid return on investment.

"The fast path to implementation helped us show the value of automating claim status follow-up to our CFO. It let the Recondo product speak for itself," added Mafua.

ClaimStatusPlus™ features

- Retrieves actionable, detailed status from payer websites.
- Applies business rules, grouping results by disposition.
- Makes the majority of claims touchless in Epic by removing approved claims from workflow and routing claims needing intervention to appropriate staff.

“Recondo’s ClaimStatusPlus really digs into and translates the data. It even flagged when a payer’s turnaround time changed; which would have taken us considerably longer to identify before. We quickly got the payment period adjusted, amounting to a \$5 million cash flow improvement,” noted Mafua.

The Queen’s Medical Center’s has experienced significant financial impact within six months.

- \$5 million in cash flow improvements.
- 26 percent reduction in accounts aged over 90 days.
- Reduced monthly untimely write-offs from \$1.5M to \$19K.
- 80% of claims removed from workflow as ‘Paid, Scheduled to Pay or Pending’, avoiding unproductive touches.
- Eliminated small balance outsourcing by freeing up internal capacity.
- Normalized claim dispositions enabled the reduction of work queues by 69%, a key driver of employee satisfaction.

“The results have been wonderful and we expect them to keep coming. We found Recondo to be aligned with our guiding principles of integrity and accountability,” Mafua concluded.

YOUR AUTOMATION CHECKLIST

 **ACTIONABLE DATA**
Web-sourced data arrives earlier and is more specific than EDI.

 **BUSINESS RULES**
Enable task specific and skill-set appropriate workflow.

 **WORKFLOW INTEGRATION**
Users manage intelligent work queues directly within Epic.

“Recondo’s continued support and partnership have established the company as an extension of the Queen’s Medical Center’s business office.”

– Jodylyn Mafua, Operations Manager

*Operations Manager for Hospital Billing,
The Queen’s Medical Center*



Ready to see what Recondo can do for your organization?

Contact us today at 888-732-6672 or info@recondotech.com

Recondo Corporate Headquarters
7900 E. Union Avenue, 4th Floor
Denver, Colorado 80237
303.974.2800 • 888.732.6672

www.recondotech.com
Copyright © 2007-2018 Recondo Technology
All rights reserved. Patents Pending.