

Business Cases

AUTOMATION

**AN ALLY TO THE A/R COLLECTIONS PROCESS
IN HEALTHCARE CENTERS**

THE EFFECTIVE SOLUTION...

AUTOMATION

AN ALLY TO THE A/R COLLECTIONS PROCESS IN HEALTHCARE CENTERS

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➤ THE PROBLEM

Sometimes when you are searching for a solution to a specific problem, the solution to another problem pops out unexpectedly. This was the case for one of our customers, a private healthcare clinic that was growing fast and urgently needed to expand its office space. The logical solution for them was to remodel their floor to expand it into the space occupied by document archives.

However, while the clinic was experiencing tremendous growth, the documents volume was increasing too; archives were getting out of control. It was getting harder and harder to retrieve required documents from the archives on a daily basis, especially those needed to be presented to insurance companies for claims reimbursement. Insurance claims were being reimbursed too late because documents were not being presented timely.

A project was set to optimize the clinic's archives and to free space for the new floor plan. During the archives optimization project a solution to the delayed insurance claims was found. At the end, the clinic implemented an information system that enabled them to automate their business processes and... they also optimize their archives space.

➤ COLLATERAL DAMAGES

Back in the time when the clinic's clerical tasks were less, finding a file in the physical archives was relatively easy. However, as the organization grew and started providing more services and expanding its customer base, the documents archive grew proportionally. Retrieving files from the archives became a more time-consuming task.

Pressure in the organization increased when these files were needed for reimbursement purposes from insurance companies. Insurers require several documents (invoices, lab results, medical records, etc.) in order to reimburse claims. Archives grew enormously, finding the requested document was a difficult task and the archives started to get out of control.

For instance, the clinic used to classify its customer invoices chronologically in boxes that were sent daily to the physical archive. At some point, they found out that some customer invoices could not be found anywhere when needed. Even their information system showed those invoice numbers as invalid. Finally, they found out that when a mistake was made during the billing process, the system automatically cancelled the corresponding invoice number and assigned a new one. During an archive organization and clean-up process, those cancelled invoices were stored in separate boxes and remained practically hidden in the archive space; the "lost invoices" mystery was revealed. For this customer, our team designed a "Cancelled Invoices" Catalog as part of the implemented solution.

But for them, collecting from insurance companies had become a nightmare. Claims were being reimbursed too late because documents were not being sent timely. Even worse, some claims were never reimbursed because documents were never found. This situation made the clinic lose a lot of money.

➤ ANALYZING THE PROBLEM

The healthcare clinic was convinced they needed professional advice to optimize their archives, so they contacted GA Technologies. After an exhaustive analysis of the situation, a proposal was presented to the clinic that addressed the following issues:

- ✓ Archive optimization to organize the physical documents archives, including an inventory of boxes and files, re-labeling and creation of a database to automate processes.
- ✓ External storage service to free up valuable office space; an external file storage service was offered.
- ✓ Scanning process to convert paper-based documents into electronic files. This way they would be easily accessible online.
- ✓ Document Management System implementation to automate the document handling process and the flow of information.

➤ SOLUTIONS

The approach for the implemented solution in the healthcare clinic was comprised of two components:

- ✓ **Document management automation**
- ✓ **Archives optimization**
- ✓ **Document management automation:**

It consisted in implementing a Document Management System and converting all paper-based documents into electronic files. Document Management Systems allow for an effective flow of information within the organization, enabling critical process automation and execution control of important tasks with the use of workflow tools. They make information flow smoothly allowing it to be shared by all the organization.

These systems integrate paper documents, electronic files, pictures, databases, videos, voice files, and websites, among others. An internal search engine enables the retrieval of any file through keywords; and it is designed to handle high volumes of data. Its internal controls ensure the reliability and confidentiality of the information, as well as information sharing by all authorized users in real time. They enable organizations to create, capture, organize, track, distribute and store all relevant content.

Document Management Systems allow organizations to replace paper-based documents with electronic files. Real-time document sharing and cost reductions associated with paper consumption, printing and archiving become a reality. At the same time, information security is enhanced. The Document Management System's main components are the "**Catalogs**" and the "**Workflows**".

Catalogs are databases that contain different file format documents with similar characteristics; scanned images, electronic files, pictures and other files can be attached to these databases. Catalogs can be linked internally; they enable users to enter and update information in a standard, fast and easy way. Information within catalogs is displayed in "Index Cards" based on the company's specific needs.



The Workflow component automates business processes and enables organizations to control and monitor executed tasks. Its use is particularly valuable for processes in which several users and shared resources are involved. The Workflow graphically indicates tasks sequencing; a *blue* line indicates workstations where the workflow has already passed and, a *red* line indicates the workstations that remain to be traveled through.



In the case of the healthcare clinic, the following project phases were executed:

- Requirements analysis
- Design of the Operating Model that included:
 - + Catalogs
 - + Catalog links
 - + Validation Lists
 - + Policies and Procedures
 - + Creation of users and permissions
 - + Users training

In order to automate the accounts receivable collections process, three Catalogs were created:

- 1) Invoices Catalog
- 2) Cancelled Invoices Catalog
- 3) Collections Catalog

1) Invoices Catalog

Functions of the Invoices Catalog

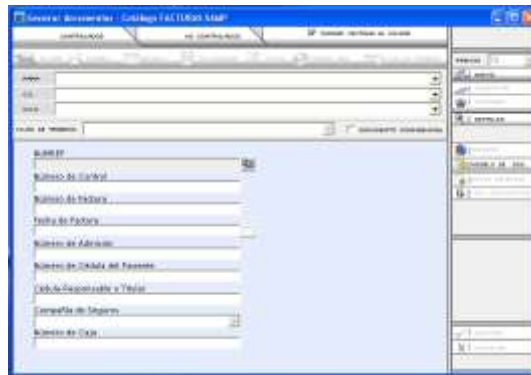
The Invoices Catalog has the following functions:

- + Easily and quickly record all information from the patient's invoice in a standardized way.

- + Centralize all images corresponding to medical records by type of admission:
 - Pediatric emergency: invoice, lab results, doctor's report, account statements, admission records, claims form.
 - Adult emergency: invoice, lab results, doctor's report, account statements, admission records, claims form, patient's ID.
 - Hospitalization: invoice, medical records, doctor's report, account statements, admission records, estimated expenses, claims form, patient's ID.
 - Triage: invoice, lab test request, lab test results, admission form, patient's ID.
- + Enable the quick search capability using any field in the catalog.
- + Relate a specific invoice to all its related documents.
- + Ensure information confidentiality and security through access passwords.

Invoices Catalog Description

When opening the Invoices Catalog, an "Index Card" is displayed on the screen in which all relevant information from each invoice should be entered.



These fields have the following characteristics:

INVOICES CATALOG			
Field Name	Field Type	Field Size (Number of Characters)	Fill-out Type
Reference Number (NumRef)	Text	20	Automatically Generated
Control Number	Text	20	Key in information

(Cont.)

INVOICES CATALOG			
Field Name	Field Type	Field Size (Number of Characters)	Fill-out Type
Invoice Number	Text	20	Key in information
Invoice Date	Date	8	Key in information
Admission Number	Text	20	Key in information
Patient's ID	Text	20	Key in information
Insurance Company	Text	200	Select from List
Cashier No.	Text	10	Key in information

2) Cancelled Invoices Catalog

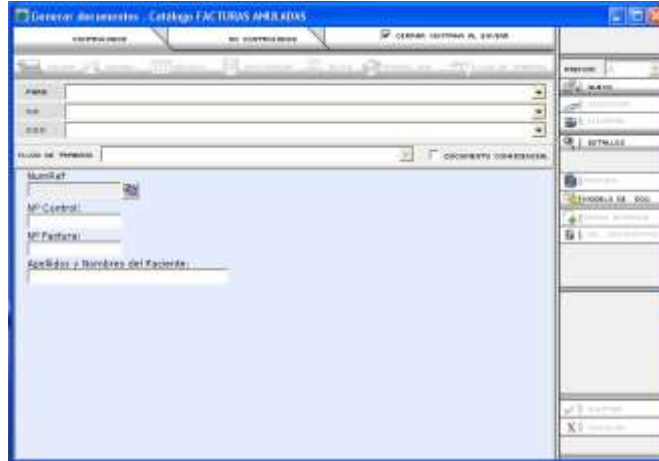
Functions of the Cancelled Invoices Catalog

This catalog was specifically created to meet the clinic's needs. This catalog has the following functions:

- + Easily and quickly record all information from a cancelled invoice in a standardized way.
- + Centralize all images corresponding to a cancelled invoice.

Cancelled Invoices Catalog Description

When opening the Cancelled Invoices Catalog, an "Index Card" is displayed on the screen in which all relevant information from each cancelled invoice should be entered.



These fields have the following characteristics:

CANCELLED INVOICES CATALOG			
Field Name	Field Type	Field Size (Number of Characters)	Fill-out Type
Reference Number (NumRef)	Text	20	Automatically generated
Control Number	Text	20	Key in information
Invoice Number	Text	20	Key in information
Invoice Date	Date	8	Key in information
Patient's First and Last Name	Text	200	Key in information

3) Collections Catalog

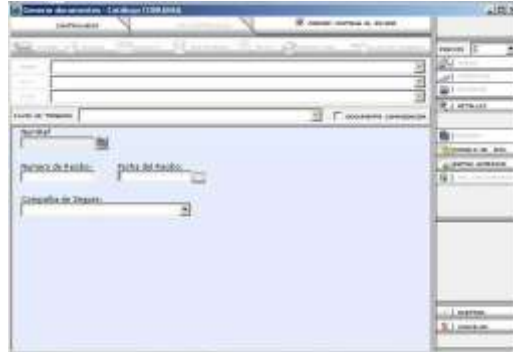
Functions of the Collections Catalog

This catalog has the following functions:

- Easily and quickly record all collections data in a standardized way.
- Centralize all collection related images: collections receipt, deposit slip, check, and wire receipt.
- Enable the quick search capability using any field from the catalog

Collections Catalog Description

When opening the Collections Catalog, an “Index Card” is displayed on the screen in which all relevant information from a specific collection should be entered.



These fields have the following characteristics:

COLLECTIONS CATALOG			
Field Name	Field Type	Field Size (Number of Characters)	Fill-out Type
Reference Number (NumRef)	Text	20	Automatically generated
Control Number	Text	20	Key in information
Receipt Number	Text	20	Key in information
Receipt Date	Date	8	Key in information
Insurance Company	Text	200	Select from List

✓ **Archive optimization:**

The archive optimization process consisted in organizing all boxes stored in the physical archives, as well as providing the external storage service. It included the following activities:

- Gathering information about the number of boxes and files to be processed.
- Assign a consecutive numeric labeling.

- Verification of the content of the boxes versus their external description.
- Inventory of the external description of all the boxes.
- Data entry and labels creation.
- Box labeling.
- Quality Control on the inventory data.
- Creation of the corresponding database in the Document Management System.

Once the archive optimization was performed, the clinic's personnel were trained on how to use the Document Management System. With the implementation of this powerful tool, they could rest assured that their archives were optimized and automated.

➤ RESULTS

The most relevant benefits obtained by the healthcare clinic were directly related to their A/R Collection process. They were able to reduce their average Days Sales Outstanding (DSO) from **90 days** to **21 days** (collections from insurance companies).

Now that all relevant information is in electronic format, the clinic has also been able to electronically send all documents related to claims reimbursement requests to insurance companies.

The Document Management System in place has enabled the clinic to closely control and monitor the billing and collection processes.

The archive space was optimized, the control over non-critical boxes was outsourced to an external storage service company and, valuable office space was regained, allowing their planned floor expansion.

➤ WE HAVE THE SOLUTION YOUR COMPANY NEEDS

GA Technologies, part of Grupo Archicentro, is a leader in Document Management Solutions with more than 30 years experience. We integrate knowledge, technology, tools and consulting to help you implement automated solutions effectively.

We developed a proprietary Document Management System called SCAV®. This powerful tool is a user-friendly software that can be completely adapted to the needs and requirements of your organization. It will allow you to manage and control your business information, regardless of format.

Some of the many advantages SCAV® provides are:

- ✓ Ability to handle an unlimited number of documents in different formats.
- ✓ User-centric graphic interface that allows non-technical users to design Workflows and Databases directly.
- ✓ Keyword-enabled search engine capable of performing multiple searches simultaneously.
- ✓ Multiple keywords allowed for document indexing.
- ✓ Advanced image handling capabilities including highlighting, electronic notes and electronic stamps.
- ✓ Data-entry validation capabilities through an internal "Thesaurus".
- ✓ Graphic command bar to handle common functions.
- ✓ File compression algorithm to maximize disk space requirements.

SCAV® will interconnect your organization...

will change the way you communicate...

and will improve the way you work !



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