

Billing efficiencies yield quick results

SUCCESS STORY BEHAVIORAL HEALTH



At a glance

Community

- Behavioral Health

Organization

- Mental Health Center of Denver

Location

- Denver, CO

Challenges

- Streamline billing and accounting functions

Solution

- myAvatar™

Results

- Processing for Medicaid billing reduced from one full day to one hour
- Automated posting for most payers
- Simplified multi-step billing process with role-based consoles

Mental Health Center of Denver reduces billing run-time from days to one hour

Since its founding in 1989, the Mental Health Center of Denver has been a driving force in behavioral health innovation. Through treatment, prevention, outreach and crisis services, the organization served more than 44,000 children, families and adults last year.

Since implementing myAvatar in July 2015, Mental Health Center of Denver has realized significant time savings through the use of Quick Billing and other billing features that dramatically reduce the amount of manual work related to billing.

Quick Billing is built-in myAvatar functionality that creates billing batches, closes charges and creates claims and 837s, all in one streamlined process. Organizations can schedule billing runs during non-business hours, freeing up billing staff for AR management activities.

“Before Quick Billing, we billed Medicaid monthly because the process took a full day to run,” said Stephanie Orecchio, director of accounts receivable. “We also billed our other payers bi-weekly because it took three days to run a full process. After Quick Billing, it takes about an hour to run billing and upload it to the clearinghouse site. Quick Billing has saved us days of work!”

Mental Health Center of Denver hasn't seen a reduction in denials, as the center already had an effective pre-edit process in place that reduced denials to about two percent. However, with billing consoles and widgets in place, processors can proactively address issues that might cause denials from within myAvatar, instead of relying on external reports.

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Director of Accounts Receivable

Time savings and flexibility

Quick Billing also increased flexibility of the organization's billing processes. Instead of having each biller responsible for specific payers, staff members have been cross-trained and duties – such as billing and 837 errors, posting and 835 errors, and account adjustments and manual posting – can be rotated.

Other billing features within myAvatar have evoked ongoing enthusiasm with the ease of use they offer Mental Health Center of Denver.

“I can't even imagine going back to all manual postings! We can post a \$500,000 check in about two minutes, then work the errors, which in most cases aren't very many,” Orecchio stated. “We still have a few payers that we have to post manually, so we remember the pain. We are also in the process of setting up the 835 Auto Load. It has freed up so much time.”

The system also can compile but not post certain codes, so processing can be further customized to the center's billing workflow.

Role-based consoles spur efficiency

The center uses role-based consoles and widgets, also part of myAvatar functionality, to further simplify billing and guide users through the multi-step workflow. Orecchio feels the accounts receivable team members are definitely more efficient when using widgets to monitor work because they can easily see tasks they're responsible for.

“Having ‘to-do’ items present on their home screens makes people more accountable and allows both managers and billing staff to see what work has been done and what still needs to be done. It's reduced the back-and-forth emails when a task moves from one person to another.

“There is also a more immediate sense of completion and satisfaction, because staff can refresh a widget and see their list of pending items going down.”

Tracking productivity

Another key benefit: Visibility to productivity metrics. Since data tracking assignments are contained within myAvatar, managers can track efficiency on measures that were previously unreportable, such as the average number of accounts that are updated each day. The system also can compile but not post certain codes, so processing can be further customized to the center's billing workflow.

Front desk staff members, who often receive cash payment from those served at the center, were trained to post the cash themselves, instead of relying on accounts receivable.

“The new process of automatically posting at time of check-in has eliminated a task from accounts receivable,” said Orecchio. “Before, it took three full days a month to post and make corrections. Now the people who are collecting the money can print receipts and do their own corrections, and accounts are up-to-date and accurate.”

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About Netsmart

Netsmart designs, builds and delivers electronic health records (EHRs), solutions and services that are powerful, intuitive and easy-to-use. Our platform provides accurate, up-to-date information that is easily accessible to care team members in behavioral health, care at home, senior living and social services. We make the complex simple and personalized so our clients can concentrate on what they do best: provide services and treatment that support whole-person care.

By leveraging the powerful Netsmart network, care providers can seamlessly and securely integrate information across communities, collaborate on the most effective treatments and improve outcomes for those in their care. Our streamlined systems and personalized workflows put relevant information at the fingertips of users when and where they need it.

For 50 years, Netsmart has been committed to providing a common platform to integrate care. SIMPLE. PERSONAL. POWERFUL.