

NEHEN

Member-Directed HIE

CSC

Benefits of Administrative Exchange

July 2012



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NEHEN Organizational Overview

Established in 1998

- **New England Healthcare Exchange Network (NEHEN)**
 - Member-funded and member-directed, non-profit
 - Longest sustained and most widely scaled
 - Most widely-adopted HIE solution in Massachusetts
- **Serving organizations of all types and sizes**
 - Federated and hosted options
 - Only HIE with payer and public health participation
- **Three service lines**
 - Clinical exchange
 - Administrative exchange *
 - ePrescribing

* This document is focused on the benefits of Administrative Exchange only.



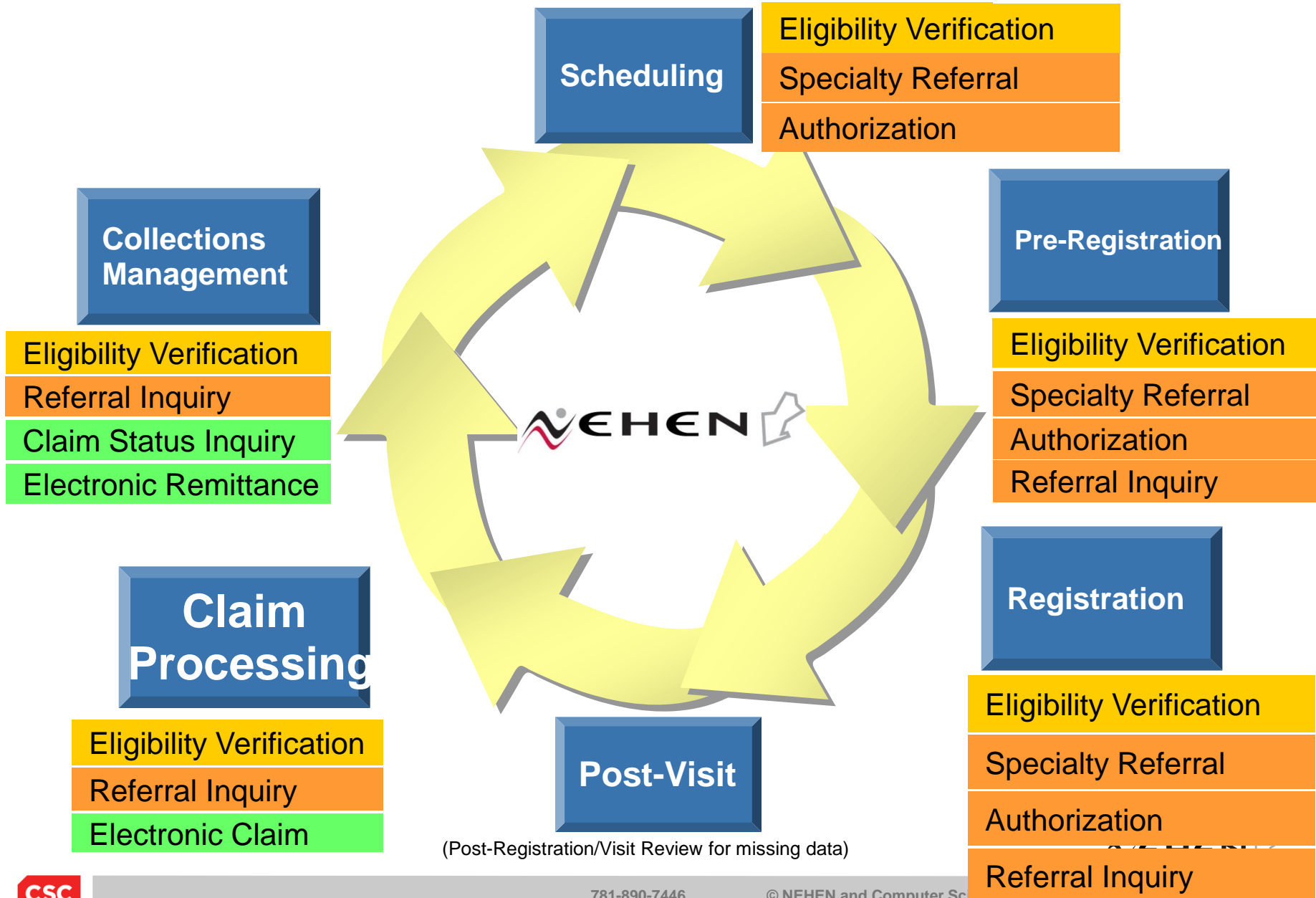
Network Participants

50+ hospitals, 5000+ physicians

4.5M+ health plan members, 170+ small provider portal subscribers



Support for Revenue Cycle and Claim Operations



A comprehensive view of our administrative tools

- **Verify Patient Eligibility in 4 Ways**
 - Go direct to many payers in real-time through a single web site, instead of a dozen or more free sites
 - Use our self-pay search (broadcast your inquiry)
 - Upload batches from spreadsheets or files
 - Integrate with Meditech, EPIC, others
- **Obtain Electronic Referrals and Authorizations**
 - Integrated eligibility check, code set search and provider search
 - Referral leakage module
- **Submit Claims**
 - Upload 837 files or type in a claim via DDE
 - Manage and track your claims in one place
 - Automate 837 submission
- **Inquire on Claim Status in 3 Ways**
 - Go direct to the insurer in real-time
 - Upload batches from spreadsheets or files
 - Integrate with your billing system

NEHEN has
no transaction fees for its
core services.
All features are included in
your monthly fee!

The screenshot displays the 'Create Referral Review' interface. It features a sidebar with navigation options like 'Eligibility', 'Referrals', and 'Inquiries'. The main content area is divided into sections: 'Patient Information' with fields for Name, Date of Birth, Member ID, Address, Group Number, and Gender; 'Primary Care Provider' with fields for Name, Affiliation, Address, and Paper ID; and 'Service Details' with dropdowns for Service Type, Start Date, End Date, Primary ID, Procedure Code, Related Counselor, and Accident Date. A 'View Co-Pay' button is visible next to the Primary Care Provider information.

- **View Claim Acknowledgments**
 - Automate the pick-up and display of claim acknowledgment or scrubber reports
- **Receive Electronic Remittance Advice**
 - Automate their pickup directly from payers
 - View the remits with printing and download options
 - Post the 835 back to your billing system
- **Manage Your Work With Reports**
 - *Exception Report* for eligibility and claim status inquiry
 - *Additional Payer Report* for Medicare and Medicaid
- **More Convenient Utilities**
 - Ad hoc ICD-9/CPT4 code search
 - Ad hoc provider NPI search



Benefits of NEHEN - Case Studies by Function

- **Functionality: Eligibility Verification**

- *Member:* Partners Healthcare
- *Before:* little eligibility verification performed, highly manual process
- *After:* eligibility checked using IDX or *NEHENExpress*
- **Savings:** decrease in denials & rejections, reduction in denial reserves freeing up operating budget

- **Functionality: 'Self-pay' Batch Eligibility Verification**

- *Member:* Boston Medical Center
- *Before:* automatically outsource all 'self-pay' to collection agency
- *After:* implemented batch eligibility verification with all local payers
- **Savings:** reduce agency collection fees & captured 3-10% of self-pay with correct insurance, reducing bad-debt, reducing denials due to exceeding the filling limit

- **Functionality: Claim Status Inquiry**

- *Member:* Children's Hospital, Boston
- *Before:* 3 collection representatives working on select accounts with large balances via phone
- *After:* using *NEHEN Express Claims Status Inquiry* batch, reduced staff to 2 collection representatives working on all accounts
- **Savings:** reduction in labor cost, rejections are worked immediately, 90+ A/R aging improved from 11% to 21%

- **Functionality: Claim-Tracking**

- *Member:* Newton-Wellesley Hospital
- *Before:* manual processes for claim submission and file acceptance verification
- *After:* full automation utilizing one tool, to submit claims & view payer submitter reports
- **Savings:** Saves approximately 1 hour/day/payer

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Realizing Revenue Cycle Improvements Using NEHEN

*Story from one
Health System*



How NEHEN is Used at a one health system

- **100% of patients pass through eligibility check (goal and accomplishment)**
- **Hybrid system – use of both real-time and batch processing**
- **Includes automatic verification on a daily basis**
- **Eligibility results are scripted into hospital registration system**
 - Scripting – sets “reminder” for inactive plans
 - Stamps all eligibility data in B/AR for audit trail – very helpful with appeals

- **45 days following service – self-pay accounts are passed through NEHEN to re-check for changes in insurance coverage**
 - **Estimate that 15-20% of Self-pay accounts have coverage**
- **Bad debt accounts – checked in NEHEN just before T/O (avg 120 days)**
 - **Estimate that 3-4% of B/D have coverage**
- **Batching of claims status inquiry**

Benefits - Patient Access

- Alerts staff to insurance changes during the course of an inpatient stay or for recurring visit
- In conjunction with an integrated front-end software has allowed edits to ensure proper information is captured
 - Real time (at point of entry)
 - Daily user reports (fix required before end of shift)
- The combination of NEHEN and an integrated front-end software has assisted in achieving significant reductions in denials

How does NEHEN compare

Realizing Revenue Cycle Improvements CASE STUDY

NEHEN			Other Revenue Cycle Vendor		Clearinghouse	
	Per Txn Fee	Annual Volume	Per Txn Fee	Estimated Cost	Per Txn Fee	Estimated Cost
NEHEN volume via integrated front-end software		1,125,588				
NEHEN average batch volume		3,634,670				
		4,760,258				
Total Cost*	n/a **	\$264,921	\$0.20	\$952,051	\$0.12	\$571,231

annualized savings
NEHEN vs. alternative
services



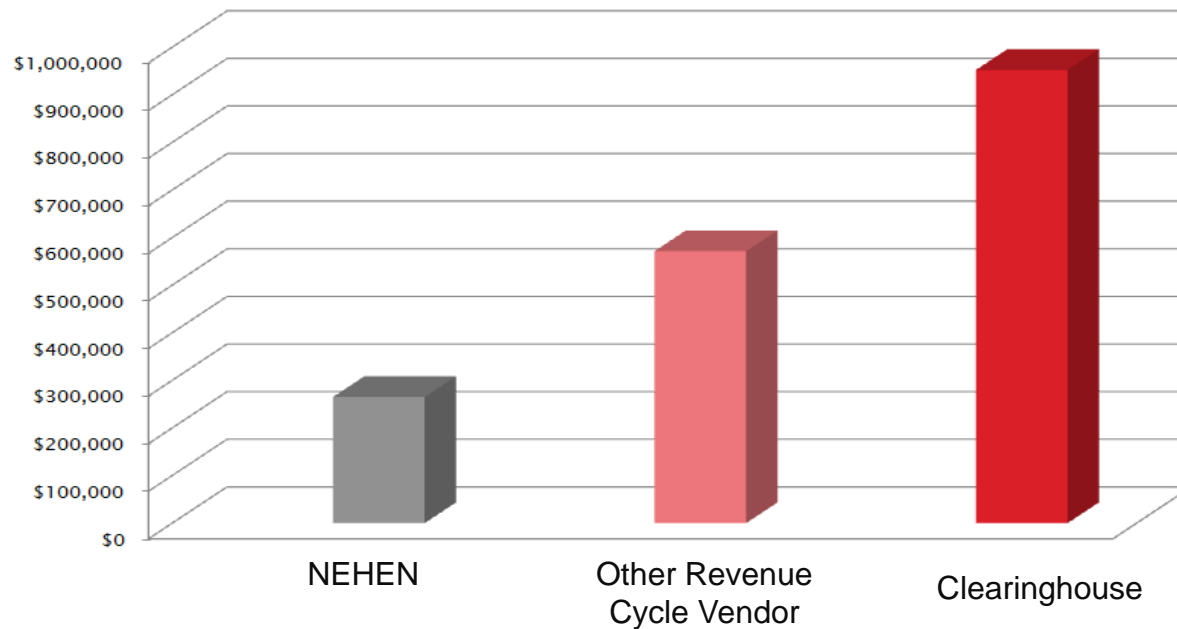
* NEHEN cost includes cost of an integrated front-end software.

** NEHEN cost is based on a fixed monthly participation fee with no transaction fees and no limit on volume.

- **Impact on Accounts Receivable**

- Initial denial rate has dropped from 5.5% to 3.25% of submitted claims
- Bad debt running at 0.6% of net revenue compared to previous rate of 1.2%
- Administrative write-offs is at 0.02% of net revenue

- **Transaction Cost Savings**





www.nehen.org

www.nehennnet.org

www.csc.com/health_services

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