Benefits of Administrative Exchange

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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

Collections Management
- Eligibility Verification
- Referral Inquiry
- Claim Status Inquiry
- Electronic Remittance

Claim Processing
- Eligibility Verification
- Referral Inquiry
- Electronic Claim

Scheduling
- Eligibility Verification
- Specialty Referral
- Authorization

Pre-Registration
- Eligibility Verification
- Specialty Referral
- Authorization
- Referral Inquiry

Registration
- Eligibility Verification
- Specialty Referral
- Authorization
- Referral Inquiry

Post-Visit
(Post-Registration/Visit Review for missing data)
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

- **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

NEHEN has **no transaction fees** for its core services. **All features are included** in your monthly fee!
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
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
Benefit – Patient Accounts

Realizing Revenue Cycle Improvements

CASE STUDY

• 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

**Realizing Revenue Cycle Improvements**

CASE STUDY
How does NEHEN compare

Realizing Revenue Cycle Improvements

CASE STUDY

<table>
<thead>
<tr>
<th></th>
<th>NEHEN volume via integrated front-end software</th>
<th>NEHEN average batch volume</th>
<th>Other Revenue Cycle Vendor</th>
<th>Clearinghouse</th>
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<tr>
<td><strong>Per Txn Fee</strong></td>
<td></td>
<td></td>
<td><strong>Per Txn Fee</strong></td>
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<tr>
<td><strong>Annual Volume</strong></td>
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annualized savings
NEHEN vs. alternative services

$687,131
$306,310

* 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.
NEHEN Advantage

Realizing Revenue Cycle Improvements

CASE STUDY

• **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**
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