

# Non-profit system uses Epic optimization to improve enrollment process for patient eligibility.

## Challenge

Jefferson Health, 607-bed, three hospital system experienced patient interview delays, slowed account conversion and increased risk of error when attempting to secure coverage for under and uninsured patients. Eligibility specialists struggled with a high volume of accounts that needed to be manually obtained through census and referral and then entered manually into a tracking system.

## Solution

Savista proved the value of electronic placement files through the use of Epic, which eliminated manual referral and tracking of accounts. We streamlined processes and worked with client's IT and patient access departments to ensure swift go-live of the new process.

*“I was impressed with their knowledge from an operational and technological standpoint, but what stood out the most was how much they prioritized patient satisfaction throughout every step of the process. This very much aligned with Jefferson Health's core values.”*

-Jason Kane, Sr. Director, Patient Financial Services, Jefferson Health

For more in-depth information about Eligibility and Enrollment Services and all our Revenue Cycle Management solutions, please visit [SavistaRCM.com](http://SavistaRCM.com)



## Results

**Successful implementation** in under 3 months due to Savista's expertise.

**Automated account reconciliation** reduced risk of error and allowed more time for patient screening and account follow up.

**Designed operational efficiencies** that could be applied internally in other process workflows and is now the benchmark for other vendors.



**12.5 hrs.**  
saved on manual entry daily

## About Savista

Over 30 years of Revenue Cycle Management Experience

More than 300 clients across 770+ facilities

Workforce with an average 7.5 years experience, and 20+ certifications including Epic

