

Medicaid eligibility conversion and collections improved by optimizing enrollment processes.

Challenge

For this **academic health system of 1,104 beds and \$1.8B NPR**, Medicaid eligibility processes were highly manual and workflow had not been assessed since their Epic transition. This resulted in fewer conversions, less than expected revenue and many referrals being placed in error, unnecessarily tying up resources. Inventory visibility was lacking which led to questionable value of accounts and the loss of potential ER revenue.

Solution

- 1 Savista utilized Epic's automation capabilities to optimize workflow.
- 2 Work queues were modified to optimize identification of account status.
- 3 Placement files were updated to include business rules, avoiding manual tagging.
- 4 A reconciliation process was created that included an inventory file to track accounts.

For more in-depth information about Eligibility and Enrollment Services and all our Revenue Cycle Management solutions, please visit SavistaRCM.com



Results

Reduction of manual processes

Accurate and timely account placement

Increased client visibility into account inventory

10% increase in net placement of ER accounts

Exceeded client collection goals by 20%

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

