



Heritage Home Care

**Agency saves time, speeds
reimbursement with
ABILITY EASE Home Health**

In business for more than 15 years, Duncanville, Texas-based Heritage HomeCare works with some 75 to 100 Medicare patients at a time providing nursing, therapy and nursing aide services.

Opportunity

A client of ABILITY Network since October 2010, Heritage previously worked with a billing system that was not meeting the organization's expectations, and as a result, began using Kinnser billing software. Kinnser suggested that Heritage HomeCare attend an online informational meeting to learn more about ABILITY EASE and DDE billing systems from ABILITY.

Implementation

"For me, ABILITY EASE offers incredible time savings," says Denise DeLara, Heritage's office manager, who spends about 30 percent of her day consulting the system. "I'm liberated from having to repeatedly enter the system—which could be as often as once a day to check key status, claim rejections and patient migrations to HMOs. ABILITY EASE does it all for me."

Heritage's reimbursement cycle has also accelerated because according to DeLara, "troubled claims no longer sit around in DDE where I needed to enter in claims that had not been paid." DeLara can easily access, correct and transmit a claim in ABILITY EASE Home Health. DeLara states, "ABILITY EASE generates a report every 24 hours speeding reimbursement and ensuring the agency's financial viability.

The ABILITY EASE system has also helped Heritage identify changes in patient status. DeLara recently learned of a patient who was moving to an HMO. After receiving a phone call from DeLara, the surprised patient revealed that he was unaware that he was switched to an HMO. As a result, the patient corrected his insurance, and Heritage was able to sustain its patient census.

"I can't think of anything this system does that I would want it to do differently," says DeLara. "With this system, I really don't have any significant challenges. It's not complicated to use even for a person that is not computer savvy."

DeLara also explained that their Oasis submissions were not affected. DeLara said, "I was initially concerned about our Oasis submissions, but they are processed the same way. It did not become an issue."

“For me, the ABILITY online meeting was like finding the ‘Billing for Dummies’ billing systems. It seemed so easy to use.”

Denise DeLara, Office Manager, Heritage Home Health

Lessons Learned

DeLara offers these recommendations to home health providers committed to upgrading their billing systems:

- Focus on usability factors like speed, convenience and ease of use.
- Estimate a system's ability to generate time-savings.
- Invest in a system that offers early alerts of claims denials.
- Study the system's potential impact on speed and accuracy of reimbursement.
- Find a system with a program that's easy to learn. "The ideal system is self-explanatory, walking you through the reasons why a claim is rejected and explaining how to correct it," says DeLara.



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About ABILITY

ABILITY works to save lives by facilitating information exchange and knowledge sharing among every participant within the healthcare spectrum – hospitals, physician practices, home care providers, DMEs, and private and government payers. More than 3,000 hospitals across the country use ABILITY network to promote care coordination and collaboration, reduce record fragmentation, participate in new care models, streamline administrative workflow and access the Direct Project network and state and community-based Health Information Exchanges.