



Home Health Care of Huntsville

Speeding Payer Reimbursement with ABILITY CHOICE Claims

Home Health Care of Huntsville is a full service, 70-75 patient census home health and hospice agency located in Huntsville, TX in the northern Houston area. The agency provides in home skilled nursing, home health aides, speech therapy, physical therapy, occupational therapy, hospice care, and has relationships with primary care physicians in Texas. Prior to implementing ABILITY CHOICE Claims for all payers including commercial, Medicaid, and Medicare, Home Health Care of Huntsville was sending Blue Cross Blue Shield claims through Availity and all other claims were completed and submitted via paper claims. This claims submission method was extremely time consuming and resulted in delayed reimbursement.

Implementation

Once Home Health Care of Huntsville decided to move forward with ABILITY Network for commercial claims submission, Kim Landry, Home Health Care of Huntsville Billing Specialist and Payroll Clerk, says, “We jumped right in.” According to Landry, “ABILITY’s customer support and set-up worked through everything with me. I always have hundreds of questions and Customer Support answered them all for me. They are just terrific.”

“I now spend more time on collections and problems with co-pays, directly contributing to the bottom line. It allows me to be so much more efficient.”

Kim Landry, Billing Specialist and Payroll Clerk, Home Health Care of Huntsville

Results

Even with significant changes occurring with many of Home Health Care of Huntsville’s commercial payers resulting in much slower payment, the agency has been able to maintain their number of days outstanding because of their transition to electronic claims with ABILITY CHOICE Claims. Landry is also now able to easily work remotely from home or on the road to catch any errors on her claims before sending them to the payers for adjudication. By transitioning to electronic-based claims, work-load that used to take 2-3 days to complete for payer claims now only takes 4-6 hours.

Lessons Learned

Kim Landry offers this advice to other providers striving to become electronic and more efficient.

- Have knowledgeable customer support that can answer all your questions.
- Do as much electronically as possible.
- The industry is exhausting, but the rewards are greater than the work because you know you are advocating for the sick.
- Anytime you can do something more efficiently you are saving money to serve patients.
- Go with a company like ABILITY who really understands electronic claims.



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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.