



Home Health Care of Huntsville

Saves Time, Money Using ABILITY EASE and File Transfer

Home Health Care of Huntsville located in Huntsville, TX is experiencing significant time savings after incorporating ABILITY EASE direct data entry solution. After speaking with an ABILITY Representative and viewing a demonstration, DDE-Z simply “made a lot of sense” according to Home Health Care of Huntsville Biller, Carla Hamilton.

Serving 23 counties, Home Health Care of Huntsville is based in Huntsville, Texas with branch offices in Fairfield and Conroe. Of its census of 103 patients, 60 percent of them are on Medicare, and 40 percent use a private insurer. The agency’s additional services include hospice, private duty, primary home care (PHC) and community based alternatives (CBA).

Opportunity

Home Care agencies are faced with hours of checking Medicare eligibility, fixing rejected or T-status claims, checking claim status in DDE and following up on resubmitted RAP or final claims to ensure proper payment. The time spent and costs incurred can become burdensome, and the cumbersome system can lead to issues with claims that become bottlenecked and slowed.

Home Health Care of Huntsville was using Lewis HMO Watch, a patient eligibility management software program that offers a reporting service, notifying users when a patient has elected HMO coverage and enters the Centers for Medicare and Medicaid Services (CMS) system.

Implementation

Home Health Care of Huntsville was introduced to ABILITY EASE and after viewing the demonstration Hamilton immediately realized ABILITY EASE provided significant benefits to her daily workflow.

According to Hamilton, “Previously when billing audits were not done I couldn’t bill the claim, and CMS would take the RAP payment back. My favorite part of ABILITY EASE is that I can set up steps to have the RAP rebilled, and once paid, the final claim to be rebilled.”

ABILITY EASE also notifies Carla when RAPs are endangered of being cancelled.

“We weren’t actively looking for this product, but once I was educated on its capabilities, it made sense to go with a product like this,” said Hamilton.

“I don’t have to go into DDE and scroll screen-by-screen to check eligibility, this program checks it automatically for me and saves me a significant amount of back-and-forth time.”

Home Health Care of Huntsville Biller

Results

Hamilton sees these additional results and advantages in Home Health Care of Huntsville's use of ABILITY's solutions:

- **Time savings** – Hamilton applauds the product's usability and seamlessness. "I don't have to go into DDE and scroll screen-by-screen to check eligibility, this program checks it automatically for me and saves me a significant amount of back-and-forth time."
- **Removes the "guess work"** – Hamilton is sent automatic reminders for payment due dates and status updates.
- **Accelerated payment services** – Hamilton is saving herself three to four days worth of work from what she previously did. Prior to ABILITY EASE, Hamilton was typically waiting for the remittance advice or RAP to be taken, and then would be required to rebill it. Now, "ABILITY EASE notifies me when that RAP has been taken back, or when that final payment has not gone through, and then I can rebill it."
- **Little to no learning curve** – Previously if Carla was not available, others were confused on how to navigate in DDE to check patient eligibility. ABILITY EASE provides a simple landing page that provides a green check mark if there is no problem in a claim or eligibility status and a red "x" if ABILITY EASE has detected an issue.
- **"Check it and forget it"** – Hamilton appreciates the automatic rebilling of final payments.

"I really like this product, and I'm sure my colleagues who will begin using the tool for commercial claims will benefit from that as well," added Hamilton.



Butler Square
100 North 6th St.
Suite 900A
Minneapolis MN, 55403
P 612.277.3941 | F 612.460.4343
www.abilitynetwork.com

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.