



Lakeview Hospital

Award-Winning Lakeview Hospital Reduces Accounts Receivable from 120 to 40 Days

Stillwater, Minnesota-based Lakeview Hospital, a 97-bed not-for-profit community hospital just 20 miles from Minneapolis/Saint Paul, understands the power of long-term relationships.

Lakeview first partnered with ABILITY in 2000, the first step in an 11-year collaboration that included Lakeview being named to the 100 Top Hospitals list by Thomson Reuters four times since 2004, most recently in 2008. NRC Picker selected Lakeview as a 2010 Path to Excellence Award Winner, while Outcomes Concepts Systems chose Lakeview home care as a Top-500 Agency and member of the “home care elite” in 2010.

Working with ABILITY, Lakeview has enhanced its capacity to process claims with increased speed and accuracy, reducing its overall accounts receivable from 120 days in 2000 to just 40 days in 2011. Its performance record prompted an auditor to proclaim that Lakeview had “one of the best A/R rates in the state of Minnesota.”

Opportunity

With services ranging from orthopedics, chemotherapy, laboratory, and radiology, to occupational, physical and speech therapy, nutrition, cardiology, home care and hospice, Lakeview Hospital functions as part of Lakeview Health, which includes 67 physicians and 90 total providers from Stillwater Medical Group and The Lakeview Foundation.

Lakeview is challenged by a diverse mix of payers. Medicare represents 33.5 percent of gross revenues, according to Scott Phillips, Lakeview's Business Office Manager since 2000. Blue Cross Blue Shield of Minnesota represents 20 percent while HealthPartners, a health maintenance organization (HMO), represents 14 percent. Medicaid represents another 9 percent.

Implementation

In 2000 Lakeview adopted ABILITY NOW for direct data entry (DDE) and begin the process of checking claims status and correcting denied claims.

"For the last decade, ABILITY has been indispensable in helping Lakeview reduce A/R, speed reimbursement and develop a conduit to speed claims processing and adjudicate claims more efficiently," Phillips said.

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Lakeview Business Office Manager

Results & Benefits

Phillips points to these ABILITY benefits and results:

Sustained Connectivity: ABILITY's Internet connection for DDE has been reliable for Lakeview's business office for ten years. "Neighboring hospitals have struggled with continually getting bumped out of Medicare, but we've never had that problem," says Phillips. "In the last ten years, I can't remember a single incident when we've been down."

Enhanced productivity: "Being down impairs the productivity, efficiency and satisfaction of staff, who are compelled to stop working claims and initiate other tasks," says Phillips. "ABILITY helps Lakeview employees focus on claims, generating the timely reimbursement we deserve."

Timely reimbursement: "We used to wait a week to get a check from Medicare, but now we get one every day," says Phillips. "Lakeview is able to meet its revenue goals, while sustaining its mission to provide compassionate care, quality customer service, and health and wellness education to those we serve."

"ABILITY's track record for consistency and reliability has allowed Lakeview to complete its work without being cut off or bumped out of the Medicare DDE/FISS," says Phillips. "Without ABILITY, Lakeview would not have been able to focus on claims, facilitate processing and slash Medicare A/R."

Lessons Learned

Phillips offers these suggestions to providers about to select claims and file transfer systems:

Look for functionality: Phillips recommends selecting solutions that deliver a minimal amount of downtime and allow for a hands-off approach.

Shop for efficiency: Ask to speak to a prospective vendor's clients about productivity and efficiency gains, including how the connection reduces screen refresh and response times for mainframe inquiries.

Pay attention to ease of use: Ideally, one click should take you to the FISS login screen, says Phillips, eliminating the need to input and manage multiple logins.

Ask about multitasking: The ideal solution stops short of taking command of a work station, observes Phillips. Instead, it gives users full access to multiple applications, including e-mail and printing.

Seek flexibility: The best solutions provide connectivity to multiple sources, including Medicare Part A and B, Regional Home Health & Hospice, Eligibility, and Durable Medical Equipment.



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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.