



Ross Healthcare

Streamlining billing and eligibility verification with ABILITY EASE

Ross Healthcare is a home health and hospice agency with locations in both Chickasha and Enid, Oklahoma, for the home health offices, and Chickasha, Enid, Lawton, and Norman, Oklahoma for the hospice offices. The combined Medicare patient census for the home health offices is approximately 290. The agency provides multiple services including in-house physical therapy, speech therapy, occupational therapy, and wound care.

Ross Healthcare began using ABILITY CHOICE Claims for sending Medicare claims and downloading Medicare remittance advice in May of 2009. In June of 2010, Ross Healthcare became one of ABILITY's earliest adopters of ABILITY EASE and was instrumental in the refinement of the product.

“I have found ABILITY EASE for home health very useful and definitely see the benefit it provides. I know my productivity has increased 80-90%. ”

Cindy Morris, Biller, Ross Healthcare

Opportunity

Prior to implementing ABILITY EASE, Ross Healthcare experienced significant reimbursement delays and additional work when a Request for Anticipated Payment, RAP, would be clawed back because a final claim was not submitted on time. This would require Ross Healthcare Biller, Cindy Morris, to correct and resubmit the RAP and resubmit the final claim. In order to track claims for all patients, Morris would print out pages from the DDE/FISS as a reminder to follow-up on patients and their claims. According to Morris, “I was getting buried in paper.”

Implementation

Working with ABILITY and providing direct feedback on the development of ABILITY EASE helped Ross Healthcare utilize a product that met their needs to streamline billing and eligibility verification.

Results

According to Morris because her productivity has improved greatly, she now has more time to spend on collections, significantly impacting the organization’s bottom line. Morris reported that Ross Healthcare had an increase of 30% in the speed of cash received in 2011 over 2010.

“The time saved by simply reviewing a summary and then “clicking” on the patient’s name to jump to the claim in question is immeasurable. The accuracy of corrections is 100%, and the worry-free approach is exceptional. ”

Cindy Morris, Biller, Ross Healthcare



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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.