



Oak Hills Reaps Big Benefits With
ABILITY/PointClickCare Integration

Background

At Oak Hills Nursing and Rehabilitation in Cincinnati, Ohio, staff is committed to providing quality healthcare that exceeds the expectations of residents, family members and physicians. Every facet of life is taken into consideration, including comfort, wellness, community and family.



Opportunity with integrated technology

Since Oak Hills was already seeing success with ABILITY for Medicare, PamSki Solutions consultant and billing expert for Oak Hills Susan Wenner wanted to be part of the national program integrating ABILITY EASE® All-Payer with PointClickCare. “Oak Hills is a smaller facility, which enables staff to really get to know the system,” Wenner says. Getting in on the ground floor of the new integrated technology would allow Oak Hills’ users to experience the new system firsthand and recommend any adjustments or refinements that might be necessary or desirable.



Quick, easy and accurate integration

“ABILITY EASE All-Payer is very user-friendly. It’s easy to locate claims quickly. Almost anyone can use it,” Wenner says. “Other software has multiple sign-ins, and you’d better not lose your internet connection.” Other software can be arduous to use, with complicated drop-down boxes or deep hierarchies of folders, she notes.

Oak Hills found that the integration of ABILITY EASE All-Payer with PointClickCare was quick, easy and accurate. “The integration of platforms gave us the capability to meet other needs and quickly access information,” Wenner says. “No more multiple sign-ins or wandering through various portals. ABILITY is integrated together – a single platform for all solutions.”

“No more multiple sign-ins or wandering through various portals. ABILITY is integrated together – a single platform for all solutions.”

– Susan Wenner, PamSki Solutions consultant and billing expert for Oak Hills

Operational costs decline

Oak Hills has seen improved financial outcomes, including in the area of operational costs.

“ABILITY EASE All-Payer includes most of the features you’ll need,” Wenner says. The application imports the files, enabling staff to toggle over to see if there are any rejections. “I don’t have to remember to check my work queues later, which gives me more time,” she says.

Wenner also notes that the time spent on actual billing has decreased by at least an hour per

billing cycle. “An hour means a lot, especially during the first week of the month, which is the busiest time of the whole month.”

Using the integrated ABILITY/PointClickCare combination has increased staff productivity, Wenner adds. “Input must be correct. I can toggle between screens to check for errors or rejections, correct them and move the claims on their way,” she says. “It can save up to an hour per cycle. On big volume days, I get big payers out the door.” Meanwhile, the organization’s staff gets more time to focus on other important duties.

The efficiency of the ABILITY/PointClickCare integration has given Oak Hills increased revenue opportunities. Claims are quickly accepted or rejected and corrected. “It’s much faster than ‘snail mail’ or going to the insurance carrier’s portal and working there,” Wenner says. Denials are reported quickly. “Cash is coming in a more timely way, claims aren’t falling through the cracks and Oak Hills keeps better track of contracted partners if an audit arises.”

Another benefit for the facility is that ease of use boosts staff satisfaction. “Good billers want software programs that give them fast results,”

Wenner says. “They don’t want the frustration of having to hunt for the right file or have to follow up with a workflow step later.”

“Cash is coming in a more timely way, claims aren’t falling through the cracks and Oak Hills keeps better track of contracted partners if an audit arises.”

— **Susan Wenner**, PamSki Solutions
consultant and billing expert for Oak Hills

Bottom line

Wenner and the PamSki Solutions team are sold on the ABILITY/PointClickCare integration for Oak Hills. “It’s a no-brainer. It will change your world in productivity and efficiency and enable you to accomplish more in a shorter amount of time,” she says. “The system allows you to move through multiple layers. Why would you want to do something more difficult that requires more training?”

To learn more about how ABILITY can improve your organization’s revenue cycle management, [click here](#).