



# TOP CHALLENGES FACING SNF PROFESSIONALS

We Asked,  
You Answered

# Top Challenges Facing SNF Professionals: We Asked, You Answered

ABILITY Network recently surveyed 900 SNF professionals to learn more about the issues that keep them up at night. Their answers highlighted several themes that were common across job functions in admissions, billing and executive areas.

Your colleagues told us they worry about a **lack of time, technology and resources**—demonstrating that it's not just clinical professionals who feel stretched to capacity in today's healthcare landscape. The good news is that many of your peers are finding ways to meet their problems head-on.

Read on for more details about the top challenges facing SNF revenue cycle management staff, and the solutions that many facilities are finding success with.

ABILITY ASKED

## SNF ADMISSIONS STAFF:

What challenges are you facing at work?

### **TOP ANSWERS:**

1. Inability to detect changes in eligibility during a benefit period
2. Re-validation is frustrating because status changes are so easy to miss
3. Not enough time to perform accurate eligibility checks at intake
4. Keeping track of outstanding issues

### **KEY SOLUTIONS:**

- Automated recurring verification

Web-based services can schedule recurring batch runs to verify eligibility for the entire patient census

- Using a digital dashboard with electronic reminders

Create a reminder, and the service sends you an electronic prompt to take action at the designated time

## ABILITY ASKED

# SNF ADMISSIONS MANAGERS:

## What challenges are you facing at work?

### TOP ANSWERS:

1. Inability to detect changes in eligibility during a benefit period
2. I'm tired of sitting on the phone waiting for information from payers
3. Training new staff
4. It's hard to keep track of everyone's tasks with all that's on my plate
5. Eligibility staff is unhappy with current processes—they're too manual and labor-intensive

### KEY SOLUTION

- Software services that perform all-payer eligibility verification, with checks of multiple patients at one time, one patient with multiple payers, multiple patients with a single payer, or multiple patients with multiple payers



[The service] has certainly helped our operation become more efficient. The capability of checking multiple patients at once is a huge time-saver.”

- Neil Rubin, Director of Admissions, VillageCare Rehabilitation & Nursing Center, New York City

## ABILITY ASKED

# SNF BILLERS:

## What challenges are you facing at work?

### TOP ANSWERS:

1. I need to spend time on other tasks besides keeping track of claims
2. It's difficult to correct submitted claims in the DDE/FISS system
3. My work is so specific, nobody can do it when I'm gone. I rarely even take my vacation days because of the backlog of work when I return.
4. It's difficult to get a comprehensive view of a patient's eligibility and claim history
5. It's very time-consuming and challenging to train new people

### KEY SOLUTIONS:

- Speeding up and automating work in the DDE/FISS system with technology

“ Everything is listed [in our software service]: these claims went in; these are pending, these are paid. If claims are rejected, the reason is identified.”

- Judy Sackash, Billing Specialist, Christ the King Manor,  
DuBois, Pennsylvania

- Simplifying the training process with an easy-to-use billing software service

“ [After adopting the service] it was much easier to train new people who had never looked at claims.”

- Angelene Miller, Billing Specialist, Episcopal SeniorLife Communities,  
Rochester, New York

ABILITY ASKED

## SNF BILLING MANAGERS:

What challenges are you facing at work?

### TOP ANSWERS:

1. It's hard to stay on top of constantly changing CMS processes
2. Resubmitting/correcting claims can be error-prone and time consuming
3. Delayed or denied reimbursements
4. Eligibility verification is not always done properly at the time of admissions
5. My boss is asking me to do more with less

### KEY SOLUTIONS:

- A billing software service that automates the Medicare claims process

“ Corrections are time-consuming, and everything in the software that makes the process easier is appreciated.”

- Laura Sherman, Director of Patient Financial Services, Institute of Physical Medicine and Rehabilitation, Peoria, Illinois

- Partnering with software service vendors to stay up-to-date

“ I receive emails about changes, letting me know step-by-step whether we need to do anything or if the changes are taken care of.”

- Jami Slaughaupt, Billing Coordinator, Jefferson Manor, Brookville, Pennsylvania

## ABILITY ASKED SNF CFOS:

### What challenges are you facing at work?

#### **TOP ANSWERS:**

1. Keeping track of multiple commercial payers and their processes
2. Keeping track of constantly changing CMS processes
3. Adding service capacity without increasing staffing
4. Keeping track of Medicaid processes
5. Making the intake process fast, easy and 100% accurate

#### **KEY SOLUTIONS:**

- Adopting an eligibility software service that helps staff work quickly and accurately

“ The more we can do ahead of time to determine eligibility, the better off we are. And the less I have to write off on the back end.”

- Terry Nix, Director of Finance, Washington Odd Fellows Home, Walla Walla, Washington

- Using billing technology to increase efficiency and free up time

“ Medicaid and commercial payers' processes keep getting more complicated. But now that we have our Medicare billing under control, we haven't had to bring on new billing staff to deal with everything. Current staff has more time to work on the more difficult payers.”

- Mitchell Wechter, Administrator, Rockaway Care Center, Far Rockaway, New York



### THE TAKEAWAY:

The work that you do is vital to the financial health of your organization—but it's constantly changing.

As our survey shows, many SNF staff share in the need for **smarter processes** to improve productivity and keep payments flowing smoothly. SNFs that have adopted the right technology are finding that **web-based software services** can be a significant help in conquering their biggest headaches.

To learn more about the challenges facing the SNF industry and other issues that are impacting today's revenue cycle management professionals, visit:

[www.ABILITYNetwork.com/blog](http://www.ABILITYNetwork.com/blog)