

After Acquiring Eight Hospitals, Healthcare Provider Standardizes Billing and Accounts Receivable with HCS

Implements HCS Interactant® Revenue Cycle Management to Achieve Efficiencies and Ensure Accurate Billing

Overview

In August of 2017, a major post-acute care partner for hospitals, physicians, and families nationwide acquired eight long-term acute care hospitals. This transaction was part of a joint venture with another multi-facility healthcare operator.

As part of the acquisition, the company needed a proven clinical and financial platform for revenue cycle management and financial reporting across the eight LTACH hospitals. Since 2002, HCS has been deployed at the parent company's existing hospitals making it an easy decision to expand the system to the eight new locations.

"We knew we had a solid ADT, RCM and CARE Data set process in place with HCS and it was important for us to build on that success with these new facilities as quickly as possible," said the company's Senior Vice President of Facility Based Services.

Challenge

As with most acquisitions, little time was afforded for absorption and integration of the new facilities. HCS was given two months to bring these eight hospitals live onto the existing platform. This solution would ease the transition for the new hospitals, provide standardization at the facility data collection level and centralize billing and accounts receivable functions.

"It was important for us to have all facilities on the same product to maintain our regulatory reporting metrics and build on our success," said the DVP of Facilities and Hospital Services.

Solution

Merging two organizations and multiple facilities is a complex and challenging undertaking. HCS worked diligently with the company to create a detailed project plan that involved conversion, information gathering, testing, and training of all facility-based users. It was critical to make sure all existing data was captured correctly and imported into the Interactant platform without loss of information, so operations would carry on with business as usual.

Given the limited time window for implementation and training, users were brought to a centralized location to effectively engage marketing, census, HIM, and quality reporting personnel. Having an educated user base was key for the company to avoid billing backlogs, keep cash flow moving, and normalize operations for the new facilities.

“The HCS team went above and beyond in ensuring everything went as smooth as possible...from planning, data conversion and training, their support and work enabled us to meet our deadline,” continued the Senior Vice President of Facility Based Services. “We have a standard process in place that is key to our success and positive outcomes for our patients. From the capture of referrals in our mobile marketing to billing, HCS is a true end-to-end solution.”

Deployment

The HCS platform architecture is specifically built to ease the burden of facility consolidation and management for those organizations with geographically distributed operations. Using a centralized database, organizations benefit from real time roll-up and facility-based rules for entry and access to information. Using this structure, the addition of newly acquired locations is simply a matter of facility set up and user training.

Having a central business office format already in place with Interactant, the implementation of the eight facilities could focus on data collection integrity and user training. For the company, this experience was one of the main reasons why they wanted to convert their new facilities onto Interactant from day one. Their goal was to replicate an already proven and successful workflow – from mobile marketing to bill submission – on the HCS platform.

Results

The HCS Interactant Revenue Cycle module helped the company automate and administer processes for billing, marketing, census management, charge management, contract management, EDI, and accounts receivable across their many facilities.

“We’re extremely pleased to have expanded our relationship with HCS by leveraging Interactant throughout the new hospitals we acquired,” continued the Senior Vice President of Facility Based Services. “HCS has a thorough understanding of the challenges within our market, including integrating multiple facilities simultaneously. They truly partner with their clients to provide not only an excellent solution, but also act as an extension to our team to ensure ongoing operations are at peak performance.”

By automating these processes and leveraging up-to-date reimbursement rules and regulations, the company has been able to maximize efficiencies and ensure accurate billing. These efficiencies include less time and resources required, while mitigating risk with fewer errors in billing. With HCS Interactant, this major healthcare operator is well-positioned to continue to deliver quality outcomes with improved cash flow and operations.

