Case Study: Healthcare

St. Anthony's Physician Organization (SAPO)

The Challenge
Rapid Growth with Limited Resources

SAPO has grown by roughly 400 percent in the past eight years: from 2008 to 2014 doubling to 60 providers, and from 2014 to 2016 doubling again to approximately 120 providers. SAPO's billing office was challenged to maintain the high standards of their existing revenue cycle management (RCM) processes while being able to handle thousands more claims and payments per month. Further, the Billing Department was tasked with lowering their Days Receivables Outstanding (DROs) metrics, which is no easy task with limited resources. They needed a partner who could help them scale.

The Solution
An End-to-End RCM Partner to Help the Business Scale.

The Client

St. Anthony's Physician Organization (SAPO) are medical practices comprised of 100+ board certified and board eligible physicians, nurse practitioners and physician assistants. The physicians represent a network of high-quality, highly-accessible primary care and specialist physician offices, located in St. Louis, MO and are affiliated with St. Anthony's Medical Center. Accounts Receivable Manager, Kim King, is responsible for overseeing the revenue cycle of the organization. Becky Jones, EDI/Enrollment AR Associate, is responsible for patient enrollment and claims submission.

A TriZetto Provider Solutions (TPS) client for more than eight years, SAPO has been able to effectively manage their revenue cycle during every step of the process: before, during, and after each patient visit.

"We do a lot of volume, and for the number of rejections that we have, it is so cool that we have a 99 percent acceptance rate. To anyone looking for a clearinghouse, we would recommend TriZetto Provider Solutions because we have been able to maintain a positive, productive and efficient partnership that helps us meet our revenue cycle goals."

> **Becky Jones, EDI/Enrollment AR Associate**

Before Patient Visit

Electronic Eligibility Verification: SAPO is able to quickly and easily verify eligibility on all of their patients prior to claim submission. This has helped to reduce the amount of denials due to ineligibility and has meant less re-work for the billing team.

During Patient Visit

Electronic Claim Submission: TPS scrubs and edits each claim submitted by SAPO and identifies errors prior to the claim being sent to the payer. This allows SAPO to correct the claim right away rather than waste valuable time waiting for the denial to be sent back by the payer, significantly reducing the billing team's DROs. SAPO is consistently a member of the TPS 99% club, meaning that 99 percent of its claims submitted are error-free.

After Patient Visit

Automatic Paper Payment Posting: the burden of manually posting paper EOB's is now a problem of the past for SAPO. The billing team uses the TPS paperResolve solution to automatically convert their paper EOB's and paper patient payments to electronic 835 files which are then auto-posted into their practice management system. Thanks to paperResolve SAPO has seen a drastic improvement in their payment posting error rates and has been able to reduce their costs associated with this manual payment posting process.

The Results:
Growth without Compromise. DROs Down by One Whole Week.

"TPS is so crucial and significant to running our business and increasing our cash flow," says King.

SAPO has seen a wide range of benefits thanks to their partnership with TPS. The paperResolve solution eliminated the need for manual data entry and reduced the time and costs associated with manual errors. This has had a significant impact on the revenue cycle and has allowed SAPO to close its monthly books two days more quickly than it had prior to using paperResolve.

"paperResolve has helped us increase revenue by freeing up our posting team to spend time auditing, rather than entering payments," says Kim King.

TPS tools have allowed SAPO to effectively manage their revenue cycle, from beginning to end, every step of the way.

As a result, SAPO has been able to reduce our DROs by one whole week from where it was two years ago.

"All of TriZetto Provider Solutions' tools work toward timely provider reimbursement which showcases our team's billing competency to our physician organization."

> **Kim King, Accounts Receivable Manager**

For more information on how TriZetto Provider Solutions can help you, call **1-800-969-3666** or visit **www.trizettoprovider.com**