

Case Study: Healthcare

# University of Kansas School of Medicine-Wichita

## The Challenge

Lack of communication. Lack of technology. Lack of control.

UKSM-W's billing department experimented with a number of different practice management systems (PMS), clearinghouses and revenue cycle management (RCM) vendors to find the right solution for their business. These endeavors resulted in solutions and vendor relationships that were disjointed, unreliable and inefficient. Poor customer service, insufficient RCM data and inadequate solution capabilities prevented them from achieving their financial goals.

According to Soto, the eligibility verification process was a major problem area. Low eligibility success rates caused denials to increase and required valuable time to rework the denied claims, ultimately allowing more time to pass before claims were accurately reimbursed.



## The Client

The University of Kansas School of Medicine-Wichita (UKSM-W) provides hands-on clinical training to medical students in their third and fourth year of medical school. Chris Soto, billing director for the physician clinic and inpatient hospital-billing department for UKSM-W, manages a staff of 12 billers across five clinics spanning multiple unique specialties.

Without an automatic electronic remittance advice (ERA) posting solution, manual payment posting processes hindered UKSM-W's ability to effectively manage the revenue cycle. Even with a full-time staff member dedicated to payment posting, it seemed impossible to keep up. In addition, statements often weren't sent because of an unreliable patient statement vendor. Due to a lack of communication on the vendor's part, UKSM-W remained unaware of these issues.

UKSM-W needed a reliable partner to deliver multiple solutions and services. With A/R days outstanding on the rise and collection issues looming, it was time to make a change.

## The Solution

### TriZetto Provider Solutions Comprehensive Suite of RCM Tools and Services

In December 2015, UKSM-W brought their billing operations in house, removed their third party RCM middle man and consolidated other disjointed vendor relationships. This allowed them to start working with TriZetto Provider Solutions (TPS) as their clearinghouse and gave them greater control over their revenue cycle functions.

UKSM-W now uses a suite of TPS Solutions, including electronic eligibility verification, electronic claim submission and remittance advice, patient statement services and powerful analytics tools to help the billing department at UKSM-W achieve their financial goals.

## The Results:

### \$100,000 increase in revenue collected and a more efficient billing operations.

UKSM-W immediately saw positive results after implementing the TPS solutions. Now, UKSM-W regularly exceeds their revenue goals by \$100,000, which they were previously unable to do.

An improvement in eligibility verification success rates contributed to this accomplishment. Previously, success rates hovered between 35 percent and 50 percent. Now, success rates are between 88 percent and 92 percent. UKSM-W is also striving to be members of TPS' 99% Club using reports, claim edits and other TPS solutions to maintain a claims rejection rate of less than one percent. This has led to fewer denials and helped reduce their average A/R days.

Further, automatic ERA posting allowed the resources they previously assigned to manual payment posting to be reallocated to more valuable and strategic projects. UKSM-W now enjoys a turnaround time of 24 hours or less in posting their payments.

"We never end a day without all of our payments resolved," Soto said. "It's incredible."

Having TPS solutions under one roof made a dramatic difference for the billing department at UKSM-W. Their team also has a dedicated TPS customer service representative who knows their account intimately, is responsive and finds resolution for issues in a timely manner.

"With TPS, we get proactive feedback on how to improve our revenue cycle and billing processes."

> **Chris Soto, Billing Director**

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“With TPS, we get proactive feedback on how to improve our revenue cycle and billing processes,” Soto said. “Previously we were not getting any of this valuable consultation. I would recommend TriZetto Provider Solutions to any of my colleagues because they are extremely responsive, dependable and great to work with.”

“Since beginning to work with TriZetto Provider Solutions directly as our clearinghouse, we are consistently bringing in around \$100,000 more each month in revenue and our A/R days are trending back down. We are now hitting our revenue goals, which we were previously unable to do prior to our current relationship with TPS!”

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For more information on how TriZetto Provider Solutions can help you, call **1-800-969-3666** or visit **[www.trizettoprovider.com](http://www.trizettoprovider.com)**

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3300 Rider Trail South  
Earth City, Missouri 63045  
(800) 969-3666  
[TriZettoProvider.com](http://TriZettoProvider.com)