TriZetto
Provider Solutions®
A **Cognizant** Company

Case Study: Healthcare

ENHANCED EFFICIENCIES & IMPROVED PROFITIABLITY

How updated RCM services optimized billing processes and

allowed Griebenow Eyecare to collect from 95 percent of claims

CHALLENGES

When Melissa Sylte, the practice's Business Manager, and her husband purchased the established Griebenow Eyecare, they adopted its small staff and processes. They soon discovered that billing processes at the practice were admittedly in need of updating. There were three full time billers on staff, and when the lead biller departed for new opportunities, the need to reevaluate their revenue cycle management became obvious. This, coupled with a cumbersome electronic health records system, led the practice to upgrade to a more robust EHR system. With this change came exciting new capabilities, but the demands of running a small business with minimal staff was having an effect on the day-to-day operations. A front desk employee having an unexpected day off, for example, meant insurance billers would have to fill in, taking them away from their duties. This led to delays, and before they knew it, the office was submitting claims two months after the date of service. This led to constant frustration, and working on the weekends to make up for lost time became a common occurrence.

Background

Griebenow Eyecare has provided full service optometry services for over 40 years. Accepting patients of all ages, they offer services ranging from family eye care to disease management. Two doctors and 18 employees operate state-of-the-art optical clinics in New London and Clintonville, Wisconsin.

> **"As a small business owner, I can tell you that it's easy to fall behind,"** stated Mrs. Sylte.

SOLUTION

With a nothing to lose attitude, the Griebenow Eyecare team chose to work with TriZetto Provider Solutions, a Cognizant Company, for full service revenue cycle management services (RCMS). According to Mrs. Sylte, it was an easy transition with less hiccups than she expected.

> **"TPS helped answer all of our questions** and worked well with our team to blend resources and create efficiencies."

TPS' capabilities were eye opening and shed light on things that could be improved upon.

> **"While we were doing things right, we saw opportunities immediately."**

Operating similar to an internal staff member, TPS was able to seamlessly integrate into the business and create impressive results.

RESULTS

There was a three month backlog at the start of the partnership, which was remedied in a matter of weeks with the help of TPS. The practice was soon submitting claims within 24 hours of patient visits, which was a new occurrence for the Griebenow Eyecare team.

Quicker claims submissions led to improved statistics, including an average of 26 days in accounts receivable and an overall rejection percentage of two percent. At the end of the calendar year, TPS was able to help provide resolution to 95 percent of claims.

Because the company needed to make payroll and pay the bills just like any other small business, consistent cash flow was critical. Before TPS, unexpected issues like a sick staff member meant the office would fall behind on claims and posting would suffer. The efficient submission process created cash flow that enabled the office to allocate funds to other areas, like the replacement of equipment and investment into patient services, According to Mrs. Sylte:

I no longer have to worry about a sick day wreaking havoc on operations and I no longer panic when unexpected expenses pop up. **You can't put a price on peace of mind."**

The more streamlined processes also showed in notably improved job satisfaction for its employees, among other benefits.

"Because of TPS, we are running like a well-oiled machine and getting paid faster."

The practice is looking toward the future and is considering adding a new provider or location.

"It's nice to have a feeling of security and the flexibility to think about growth."

"I wish I could go back and enlist TPS earlier!"

About TriZetto Provider Solutions

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

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