



Case Study: Healthcare

Bucksport Regional Health Center

The Challenge

Being an FQHC, with its various specialties and unique payment options, often came with complications. The breadth of services offered and the complex billing procedures needed for a primary care visit, for example, could vary greatly from those required for a dental visit or an in-house laboratory test. Payer intricacies, including many Medicare and Medicaid claims, and payments based on a sliding fee scale brought even more difficulties. All of these factors, coupled with the fact that they are a relatively small independent clinic that sees a high number of patients for an organization of their size, meant that the small billing staff at Bucksport was often stretched thin.

Over time denials started to increase and it was obvious that their clearinghouse was not meeting their needs. Processes were cumbersome, features like automatic eligibility checks were not available and reporting capabilities were lacking. Also, the staff was spending too much time on manual tasks like physically calling insurance payers to check on the status of claims. All of these factors led Bucksport to look for a new revenue cycle management partner.



The Client

Bucksport Regional Health Center is a federally qualified health center (FQHC) located in Bucksport, Maine that sees approximately 8,000 patients annually. The center offers a wide array of primary and preventative care including family medicine, women's services, behavioral health, dentistry, laboratory testing and more. Serving a medically underserved area, this center is critical to the local community because it offers quality healthcare to persons of all ages, regardless of a patient's health insurance status or ability to pay.

The Solution

Bucksport was utilizing eClinicalWorks' practice management software and TriZetto Provider Solutions (TPS), a Cognizant Company, came highly recommended since the systems offer seamless integration for their clients. This integration, and the fact that the systems complement each other so well, was one of the main advantages over competing vendors. Additionally, the fact that TPS has experience with different types of claims – from professional to institutional to dental – and various payers meant they could handle the nuances that often go hand in hand with FQHCs. The client was also looking for dedicated customer service resources, and the commitment to customer service that TPS is known for fit the bill. Bucksport ultimately partnered with TPS for claims, remits and eligibility services.

The Results

Since starting with TPS, billing processes have become streamlined and positive results began to show quickly. TPS' integrated eligibility allows the staff to automatically verify eligibility for the day's incoming appointments, which minimizes patient

The customer service from TriZetto Provider Solutions is amazing. Everyone I speak to is helpful and personable, and my issues get resolved quickly.

uncertainty and makes each appointment run smoothly. Each day the team is able to fully prepare claims to send with little or no error, which means claims are processed in a reasonable amount of time. They are able to easily confirm that each batch has been received, then view rejections and promptly find errors to fix the problems. Not only can the billing department process a larger number of claims, but the claims they are sending are cleaner because of TPS' robust editing capabilities that can accommodate the complex claims that FQHCs submit.

	Denial Rate	Average days in A/R	Average Rejection Rate
Bucksport	1.2%	25	<1%
Industry Standard	5%	30	5-10%

“There are so many rules for FQHCs, but TriZetto Provider Solutions was able to handle our complex claims and payers with ease.”

“We know that our claims are going out clean, and that means that the payments are going to come back faster,” states Laura Dill, Bucksport’s Billing Manager.

The advanced reporting capabilities offered by TPS allowed Bucksport great insight into their claims and rejections, and quickly became one of the most appreciated features.

“I love the fact that we can measure ourselves against other clients and the industry as a whole. It’s been great to have that reference point when analyzing our progress. We didn’t have these metrics

with our old system, so having this insight is very valuable.”

In addition, the dedicated senior level support team for eCW customers meant that Bucksport could receive the support they desired as a small provider.

“The dedicated eCW customer service team has been beyond amazing. I usually receive a response within the same day, and the representative is always personable and helpful. My issues get resolved quickly, which is very important at an organization like ours.”

“TPS has helped us create a straightforward, standardized workflow. Our efficiency has increased and things are getting done in a more timely fashion.”

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



3300 Rider Trail South
Earth City, Missouri 63045
(800) 969-3666
TriZettoProvider.com