

Case Study:

Improve Efficiency and Increase Collections with Auto-Indexing EOB Management

■ HOW FOOT & ANKLE SPECIALISTS OF THE MID-ATLANTIC ACHIEVED ORGANIZATION AND CLARITY THROUGH EOB MANAGEMENT

Leadership at Foot & Ankle Specialists of the Mid-Atlantic was looking for a way to streamline its current EOB processes when it learned about InDxLogic's EOB management tool. By incorporating auto-indexing into its EOB management, FASMA found not only the efficiency it was seeking but also improved patient collections and communications.

ABOUT FASMA

ONE OF THE LARGEST GROUPS OF PODIATRISTS IN THE UNITED STATES

FASMA opened its doors in October 2011 when nine podiatric practices joined together with 15 providers serving patients from 11 locations. Today, after just five years, the practice now boasts 45 providers and 24 locations across Washington D.C., Maryland, Pennsylvania and Virginia. FASMA provides a wide array of podiatry specialties and services from orthotics and wound care to arthroscopic and even cosmetic surgery.

■ THE CHALLENGE

TURNING CHAOS TO EFFICIENCY WITH AUTO-INDEXED EOB MANAGEMENT

FASMA's beginning as a composite of multiple practices allowed for quick growth but also created what its leadership felt was "chaos" for its records. With 11 office locations and 11 different ways of doing things, standardization was a challenge, especially in their EOB management.

The group was hampered by an EOB process that was arduous and cumbersome for both its front and back offices. This inefficiency was impacting collections, leaving FASMA's staff unable to answer patient questions quickly and accurately.

"The most difficult part for most any practice is patients not understanding their benefits," says Noreen Headley, Systems and Revenue Cycle Manager at FASMA. "The EOB being accessible to anyone in the office, whether it's the doctor, the front desk, or the biller is essential to getting that money, collecting, and being able to have a conversation with that patient."

The problems with FASMA's EOB processes were further amplified in their elderly patient population.

According to Noreen: "We have a lot of elderly patients that are on Medicare and don't understand covered services versus non-covered services. It's difficult explaining to them what their plan actually is and why something was not paid in full."

FASMA needed a way to not only make its EOB processes more efficient to improve collections but ensure every EOB was accessible to all staff members so patients could be given quick and accurate answers to their billing questions.



■ THE SOLUTION

STANDARDIZATION, EFFICIENCY, AND ACCESSIBILITY

InDxLogic and its EOB management system offered FASMA not only EOB accessibility but also improved efficiency.

"When you have one person posting all your payment for several thousands of dollars due on a daily basis, it's inefficient," Noreen said. "It was sometimes impossible. InDxLogic offered an opportunity for us to basically shorten that and take it away from the payment poster altogether."

In fact, FASMA was able to move EOB management to its indexers without creating an additional burden.

According to Noreen, "Within several clicks less than we were using before (the EOB) is attached to every single patient."



■ THE RESULTS

IMPROVED COLLECTIONS AND BETTER PATIENT CONVERSATIONS

With its new system for EOB management, FASMA quickly saw improvements in the collections processes.

“Our AR (accounts receivable) is better because our turn-around time for our secondary claims is faster,” Noreen says. “We’re getting paid faster. Our patient accounts has gone down significantly because we’re able to send out bills faster.”

InDxLogic’s EOB Management system has also equipped FASMA’s staff with the tools it needs to answer patient EOB questions and begin proactive conversations to address patient balances.

“Our front desk staff has gotten smarter when it comes to taking the initiative and addressing patients with balances. They’re helping to explain to the patient their benefits which helps the patient in the long term because they now understand exactly what they’re paying for in their premiums.”

■ IMPLICATIONS

For FASMA, auto-indexing with InDxLogic’s EOB Management System has made their EOBs accessible to anyone in the office. Their EOBs are now saved by the system as searchable PDFs, making it easy for their staff and physicians to locate the exact claim they are looking for.

Furthermore, their process for indexing has become much more efficient, with an estimated savings of one minute per EOB, which really adds up for FASMA’s high-volume practice processing 500-1,000 checks every week.

When asked which benefit of InDxLogic’s EOB system has been the most valuable to FASMA, Noreen says, “It’s consistency and how things are done, how it gets into the system. The automation of the system allows you to reduce the time spent doing tedious things. It reduces your staff time. It increases efficiency.”

From the integrity of InDxLogic to the reliability of document and data management, InDxLogic DM is the most reliable Health Information Management system in the market.

COMPANY

With more than half a century of combined experience, InDxLogic partners with you to provide innovative solutions for document indexing, data extraction and HIM tasks.

EXPERIENCED SUPPORT

Our trained support representatives provide outstanding customer support. We are committed to your success, providing our partners ongoing project management, implementation management and training, enabling you to get the most out of your InDxLogic services and software.

SECURITY

InDxLogic uses Secure Socket Layer (SSL) technology for mutual authentication, data encryption and data integrity. SSL is the industry standard security protocol to encode sensitive data, such as health and financial information.

LOCAL AND REMOTE REDUNDANCY

InDxLogic provides Day Forward™ secure off-site redundant data archive, so that in the unlikely event of a failure of the local enterprise server, the back-up

document will be available along with the most recent production data.

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InDxLogic provides innovative software and services combined with full deployment and informatics support to help you offer the quality of care your patients expect. With InDxLogic software and services, you can customize how your enterprise handles your valuable incoming clinical messages as documents. You will be able to seamlessly communicate with your clinic and enterprise information systems, greatly reducing the potential for error through manual data entry and indexing. InDxLogic will make your clinic more efficient and productive.

For more information about InDxLogic Document Management Solutions, contact InDxLogic at:



InDxLogic, Inc.

Voice: +1 (877) 473-5496

5080 Spectrum Drive

Fax: +1 (469) 277-3373

Suite 830 East

Support: help@indxlogic.com

Addison, TX 75001

Sales: sales@indxlogic.com



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