Mona Reimers, FACMPE, CPC
Director of Revenue Services

ORTHO NORTHEAST

- 38 Physicians
- 24 Non physician practitioners (NP/PA)
- 14 CRNAs
- 16 PT/OT
- MRI
- 700 patient visits per day in all locations

The infrastructure and operating rules for Eligibility and EFT/ERA are starting to provide positive results!

I will provide

- – A few positive examples
- – Some areas where we struggle
- – Some responses to the questions in the invitation materials

ONE
ORTHO NORTHEAST

Using Eligibility Data

- Detailed data in real time in batch & as needed basis is important (YTD deductibles, co-payments and coverage)

- Current/prior processes require us to print eligibility confirmation out and scan/save it to guarantee we are paid for Medicaid if eligibility becomes an issue for the date of service

  - A workflow we will be happy to eliminate

ONE
ORTHO NORTHEAST

Using Eligibility Data

- The granularity of the data content is not yet consistent and not always available
  - Payer says "you didn't ask for this specific item…"
  - Clearinghouse has not been clear with us whether we need to create custom data requests
  - Unclear whether our PM vendor is required to make changes to their software for best results

Using Eligibility Data

- Have no clear understanding of where the data will be stored, who is responsible to store it, what granularity of data will be kept and for how long

- Our Medicaid payers have "down time" for days at a time at the 1st and 15th of the month

- Self-funded health plans seem to need help (from TPAs?) to understand all of their obligations
  - Their eligibility detail is often missing

Using Eligibility Data

- Working with our IT department to develop a tool to automate eligibility pinging at the point insurance is entered and at the point of scheduling
  - We are fortunate to have talented IT staff members
  - The ability to use it on a case by case basis and the batch basis with all payers following the same infrastructure will make this more and more valuable

ONE
ORTHO NORTHEAST

Using Eligibility Data

- Beginning to build predictive analytics on top of our eligibility status information to determine when and where staff need to be assigned

- Batch Eligibility will be the gold standard for us
  - Would like to be able to "ping" eligibility in batch format prior to a days' visit and when sending out batches of claims
  - Not yet fully available and not as fast

ONE
ORTHO NORTHEAST

Using Eligibility Data - Example

North Tomorrow Appointments

Updates | Review | New Patient | Benefits Verified
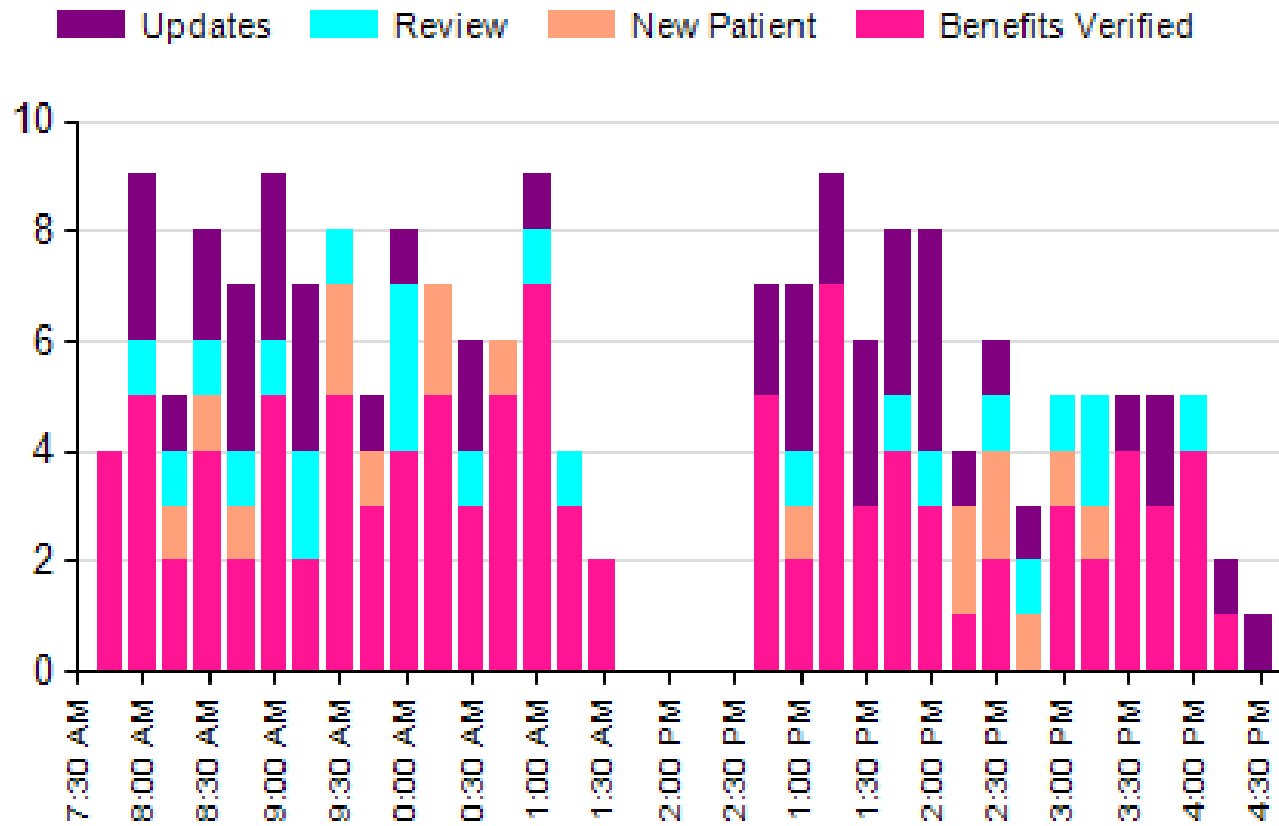
Claim Status Reports

Nothing has changed from our perspective yet

ONE

ORTHO NORTHEAST

EFT/ERA

- ONE had previously attempted every single EFT/ERA reasonably available - would have been nice to have had the new enrollment process when we first started this journey

- EFT is the lowest cost to ONE (compared to check and credit card payments)

- Some payers have wanted us to "pick up the ERA" off their website instead of using our clearinghouse
  - Would like to have the trading partners create a standard

ONE
ORTHO NORTHEAST

EFT/ERA

- Tracking numbers to re-associate the EFT and ERAs will be tremendously helpful

- In the past the number of days between the ERA and EFT presented some accounting issues

  – Three day rule will help us close our books at the end of each month

CARCs and RARCs

- Need standardized remittance codes and business rules
  - The use of code combination/business scenarios will reduce waste for providers and payers
  - Currently we must map each payer's codes for remittance/denial to the "next action"
  - Often VERY difficult to figure out which patient has had a recoupment

ORTHO NORTHEAST

13

NCVHS Questions

- Issues that arose as we tried to implement:
    - The Clearinghouse and PM vendor staff (that work directly with physician practices) do not really know the operating rules

    - Solution is to continue to build awareness about how to solve issues that come up between trading partners, rather than to ask providers to solve issues

ONE

ORTHO NORTHEAST

14

NCVHS Questions

- What milestones need to be met for full adoption? (ERA/EFT & Eligibility)
  - Providers need to have their fears about inappropriate **withdrawals** addressed
  - Give providers dual delivery of ERAs for a few months will help gain trust (and education)
  - CMS auto enrollment for providers will help
  - Continue to educate providers about administrative simplification

NCVHS Questions

- Enhancing the industry
  - Tracking documents and discrete clinical data provided to obtain prior authorization or pre-determination could be labeled and retained (and certified as received) so that providers would not be required to re-submit the same data with a claim or appeal

Thank You

mreimers@orthone.com

260 408 2331