

STANDARDIZING PRACTICES FOR EPIC SBO

“The numbers speak for themselves; we would have experienced a greater collection expense had the accounts progressed to bad debt without the benefit of CCI.”

John Bosse, Senior Director,
Patient Financial Services

MAINEHEALTH PORTLAND, MAINE

MaineHealth is a not-for-profit family of leading high-quality providers working together so their communities are the healthiest in America. They are ranked among the nation’s top 100 integrated healthcare delivery networks. Maine Medical Center is the organization’s flagship hospital.

SITUATION

MaineHealth is in the process of consolidating a decentralized patient accounting operations into a central billing office (CBO). This is being accomplished in conjunction with the implementation of the Epic system within each of the individual hospitals and hospital physician groups in the MaineHealth family.

Maine Medical Center, the organization’s flagship hospital, has utilized CCI services for some time, but many of the smaller hospital facilities and physician operations have not. As they are migrating to the Epic system and consolidating operations into the CBO, the smaller facilities are adopting standardized practices that include CCI.

MaineHealth has benefited by consolidation of the individual business offices into the CBO in numerous ways. Reduction of redundant and outdated procedures through standardized policies and procedures, duplication of vendor services, addition of new automated system processes and staff reallocation to name a few.

CHALLENGES

Like many providers, MaineHealth finds their patients struggling with greater out-of-pocket expenses including high deductibles and increased co-pays. They have adjusted their pre-service processes to proactively address this new reality. However, MaineHealth is also confident that they have augmented their post-service, self-pay collection strategies by partnering with CCI.

CCI has helped MaineHealth to increase patient payments and reduce bad debt. John Bosse says “the numbers speak for themselves. MaineHealth would have experienced a greater collection expense had the accounts progressed to a collection agency.”

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Maine Medical Center is a long time CCI partner; the partnership began in 1994 with their implementation under the McKesson HealthQuest system. Now an Epic SBO customer, MaineHealth utilizes CCI’s proven integration with Epic which is outlined in Epic’s technical implementation white paper, “Working with CCI for Self-Pay Follow-Up”. The CCI standard solution automates the entire assignment process while providing flexibility as well as control in routing rules and system actions that assign and recall accounts. It provides a high level of automation, visibility and detailed reporting while remaining easy to use and maintenance free.



EPIC MIGRATION / STANDARDIZING PRACTICES (continued from front)

RESULTS

MaineHealth has engaged in a highly effective, low cost and profitable relationship with CCI for increasing self-pay collections while reducing bad debt.

MaineHealth has found that by utilizing the CCI letter campaign, they are able to augment their self-pay collection process prior to utilizing more costly bad debt services. The CCI integration and collection agency letters have been an effective way to obtain more payments from patients that MaineHealth was not able to motivate with traditional statements. Adding the letter series to the account collection workflow is a simple and effective way to increase payments and reduce collection costs.



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