

newsline

JPI DATA RESOURCE | NEWSLETTER

TriCity Emergency Medical Group Streamlines Billing with Digital Documents

“In addition to customer service improvements, the cost savings have been significant. The JPI Laserfiche solution easily paid for itself in less than a year.”

--J.R. Juliano,
Information Technology Manager, TriCity Emergency Medical Group

For more information about how JPI can streamline your organization's business processes, call us or visit our web site today!

www.jpidr.com/billing.asp
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TriCity Emergency Medical Group (TEMG), a billing service for emergency department physicians based in Oceanside, California, was burdened by administrative costs associated with manually retrieving, processing and filing documents required to pay healthcare claims. TEMG provided end-to-end healthcare billing services, so in addition to paper claims sent to insurance companies, they also handled explanations of benefits letters sent to patients, payments sent to providers as well as archiving all documents.

Like many healthcare payer organizations, TEMG's paper-based claims process was inefficient, costly and error-prone. Documents were stored in file cabinets and boxes throughout the office and the company was renting three separate storage units to house all of that paper. This resulted in staff members spending far too much time out of their seats, searching for paper documents, rather than solving more important issues.

The paper-based system also created serious customer service concerns. For example, when customers called to inquire about bills, representatives put them on hold and while they looked for the paper file. Finding a document could take as long as 15 minutes, which meant the representative would often have to return customers' calls rather than solve their problem in a single conversation.

JPI improved customer service, efficiency and boosted profits

With JPI's Laserfiche® solution, TEMG migrated from its paper-based system to a more efficient, accurate, automated billing system. TEMG now manages all billing documents *electronically* and makes these documents readily available to employees. Billing representatives can now access a document in just seconds and provide superior customer service. Electronic document management also offers many cost-savings opportunities. TEMG realized significant savings on paper and storage solutions.

For example, the company was printing reports on expensive 11"x17" paper until the JPI solution allowed TEMG to capture reports electronically, completely eliminate this expense. In another case, TEMG replaced three storage units once used to hold its paper documents with only one small storage unit.

Moving paper documents to an electronic format streamlined operations to greatly improve claim processing efficiency. Prior to the implementation of Laserfiche, TEMG manually printed physician dictations, which translated to 1,500 pages a day, all of which was manually filed. "Filing the dictations once took several hours for our staff to complete," said J.R. Juliano, TEMG's IT Manager. "Now, filing dictations takes 20 minutes to complete at most."

JPI's end-to-end electronic solution delivers ROI in less than one year

TEMG uses the full suite of JPI solutions to streamline its operations from the time a healthcare claim is imported into the system until it is adjudicated, paid and archived. Laserfiche Import Agent™ automates document importing and management. Laserfiche Quick Fields™ improves the speed and accuracy of data capture. And Laserfiche Snapshot™ converts electronic files into TIFF images for archiving. Users are also able to instantly fax documents from within Laserfiche, offering another time-saving benefit for TEMG.

JPI's Laserfiche products provided a complete, end-to-end electronic document management solution for TEMG. By capturing documents in electronic formats, TEMG successfully improved customer service, reduced costs associated with paper, and significantly improved efficiency and staff productivity. As a result, TEMG retained happier customers, more productive employees and recognized a true ROI in less than one year.