

Meridian Health

Centricity[®] Group Management (formerly IDX Groupcast) Restores Staff and Physician Confidence in Management and Billing System



Solution overview

Company profile

Over 250 providers utilizing a variety of different services, Meridian Health Resources, Inc., is the subsidiary MSO of Meridian Health.

Situation

Located in West Long Branch, New Jersey, Meridian Health Resources, Inc., (MHR) provides billing and management services for 50 physicians in our primary care network, 80 physicians in our hospital-based faculty practice and over 100 private client and hospital-professional service providers in billing only relationships. Meridian Health Resources is a subsidiary MSO of Meridian Health, a New Jersey health system with three respected hospitals – Jersey Shore University Medical Center in Neptune, Ocean Medical Center in Brick, and Riverview Medical Center in Red Bank.

Business challenge

Before MHR began its relationship with GE Healthcare, it needed to find solutions to the following:

- Improving the claim tracking process
- Cash flow issues
- Enhancing the dissemination of information

Business solution

The Centricity Group Management solution has allowed MHR to address its immediate concerns with improving the management of its data and has provided a system they can apply as they grow.

Benefits of the enhanced system

Workflow – business process improvement

Centricity Electronic Data Interchange Services, a claims submission and management solution, has improved Meridian's claim tracking dramatically. Meridian was able to institute a process of printing claims registers 15 to 30 days out from the date of submission, providing an aggressive follow-up process on any unpaid claims.

In addition, Patient Appointment Scheduling reconciliation reports eliminate potential lost charges. Cash and charge reconciliation has improved as well with the use of the Audit Journal and Cash Total Reports. The Centricity Analyzer solution allows Meridian to track data any way they need to.

This enables them to present data to a variety of people – account representatives, physicians, and the president of the health system. They are also better able to identify potential and/or existing A/R problems and take action.

Revenue cycle improvement

The days in accounts receivable has remained constant for the past two years at about 30 days for the primary care network, down from almost 70 days six years ago. Net Collection Rate has increased over 3%. They have improved revenue cycle time by over 50%. In addition, their claim denial rate has improved 80%. "Bottom-line, our billing office has gone from a \$225,000 deficit as of December 31, 2000 and returned to its targeted profitability," says Norman Jensen, Director, Revenue Cycle Services.

Key performance indicators

A/R Days	30
Denial Rate	3%
% A/R over 90 Days	7%

*Metrics as of 6/30/2006

Partnership

Exemplary GE Healthcare customer service gives Meridian Health the confidence that issues will be resolved in a timely, friendly, and professional manner. The knowledge base of the Centricity Group Management staff has been a critical factor in the achievement of Meridian's goals.

Reporting

With the addition of the Centricity Analyzer program the already substantial amount of data available in reports has increased exponentially. Mr. Jensen states, "It is comforting to know that when a physician or administrator makes a request regarding their data we can usually have that request completed within 24 hours, even if the request is something we have never done before." Decreased turnaround time in reporting on data helps improve front-end operational efficiencies.

Customer Satisfaction

Centricity Group Management fee schedule management helps Meridian secure the data they need to ensure appropriate payments from their payers. This improves patient and physician satisfaction. Practice managers and physicians have increasingly stated their confidence in the billing company.

A conversion of almost 100 providers onto the Centricity Group Management software was accomplished in the first half of 2006 and there was virtually no interruption in cash flow or the revenue cycle in general.

Summary

MHR is focused on improving the health status of the communities they serve through quality, efficiency and access – the practice strives to make all its patients feel like family. The relationship with GE Healthcare helps make all of their expectations and goals a reality.

Immediate performance advancements with Centricity Group Management

- Improved claim tracking process
- 3% net collection increase
- Revenue cycle time improved 45%
- Claim denial rate improved 80%
- Increased staff and physician confidence in new system

"We are much more capable, more so than any billing system I have worked with in my 26 years in healthcare – of using data to benchmark and set specific goals based on those benchmarks"

Norman Jensen
Director, Revenue Cycle Services

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GE Medical Systems Information Technologies, Inc., doing business as GE Healthcare.

Healthcare Re-imagined

GE is dedicated to helping you transform healthcare delivery by driving critical breakthroughs in biology and technology. Our expertise in medical imaging and information technologies, medical diagnostics, patient monitoring systems, drug discovery, and biopharmaceutical manufacturing technologies is enabling healthcare professionals around the world discover new ways to predict, diagnose and treat disease earlier. We call this model of care “Early Health.” The goal: to help clinicians detect disease earlier, access more information and intervene earlier with more targeted treatments, so they can help their patients live their lives to the fullest. Re-think, Re-discover, Re-invent, Re-imagine.

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imagination at work