Case Study

GOVERNOR JUAN F. LUIS HOSPITAL

Organization
A 188-bed community hospital located in Saint Croix, Virgin Islands serving about 55,000 residents

Challenge
How to ensure accurate charge capture, billing, compliance and reimbursement

Solution
Craneware’s Chargemaster Toolkit® to automate chargemaster processes, and Bill Analyzer to improve charge capture, identify missed revenue opportunities, and produce clean, compliant claims

Results
Identified potential revenue opportunity of more than $5 million

Craneware Revenue Integrity Solutions™ help a community hospital identify and address sources of revenue leakage to ensure accurate charge capture, billing and reimbursement.

"Craneware quickly confirmed that we were not capturing all charges in key areas of operations, which accounted for substantial revenue loss. With Chargemaster Toolkit® and Bill Analyzer, we’ve improved efficiency, increased revenue and reduced compliance risk."

– Ms. Rosalie Javois, CFO

Like many small community hospitals, Juan F. Luis Hospital (JFLH) had limited resources to address rising costs, compliance risks and declining revenue. With no internal chargemaster maintenance processes in place, the potential for lost revenue and non-compliance was a growing concern. The organization relied primarily on consultants and limited staff to assist with chargemaster management. “We knew we were missing charges but had no way of identifying problems at their source,” says Ms. Linda McBean, director of patient accounts. “The key question was: Where are we missing charges?”

Realizing that targeting the causes of revenue leakage was critical to improving financial performance, JFLH began the search for a reliable, cost-effective software solution. After a comprehensive evaluation backed by a strong recommendation from an affiliate hospital, Craneware was chosen for its full range of solutions, proven success and excellent support.

“Chargemaster Toolkit provided an immediate starting point for drilling down to identify and correct issues causing revenue leakage—missed charges, incorrect codes, mismatched modifiers,” affirms Ms. McBean. “We were performing many services that were missing from the chargemaster, while failing to charge for others that were in the file. There were numerous charge line items that had not been used in over a year, increasing our margin of error and creating additional maintenance.”

As the central point of the revenue cycle, an accurate chargemaster holds the greatest potential for making sure hospitals charge accurately to receive proper reimbursement. Even so, discovering a possible revenue opportunity of more than $5 million using Chargemaster Toolkit came as a surprise to Ms. McBean and Ms. Javois. “The software has already exceeded expectations, making it easy to identify and address issues that lead to revenue leakage. In the past, finding errors was a huge undertaking because so much was hidden. Chargemaster Tookit provides the visibility we need to effectively price, charge and code for patient care.”

– Ms. Linda McBean
Director, Patient Accounts
Governor Juan F. Luis Hospital
“Bill Analyzer is an essential complement to Chargemaster Toolkit. The software allows us to analyze our data, take immediate corrective action, and prevent recurring errors that cause compliance issues. And, it’s an excellent educational tool.”

Ms. Linda McBean
Director, Patient Accounts
Governor Juan F. Luis Hospital

“We have an excellent partnership with Craneware and look forward to significant, sustainable returns on our investment.”

Ms. Rosalie Javois,
CFO
Governor Juan F. Luis Hospital

About Craneware

Craneware (AIM: CRW.L) is the leader in automated revenue integrity solutions that improve financial performance for healthcare organizations. Craneware’s market-driven, SaaS solutions help hospitals and other healthcare providers more effectively price, charge, code and retain earned revenue for patient care services and supplies. This optimizes reimbursement, increases operational efficiency and minimizes compliance risk. By partnering with Craneware, clients achieve the visibility required to identify, address and prevent revenue leakage. To learn more, visit craneware.com and stoptheleakage.com.

Because clean, compliant claims were a top priority for Ms. McBean and her staff, Craneware recommended using Bill Analyzer in conjunction with Chargemaster Toolkit to help identify the root causes of compliance and financial risks. Additional revenue opportunities were revealed during a departmental review of claims data, chiefly in the ER department. In most cases, there was a charge for the ER visit, but no charge for related procedures and services—a single recurring pattern accounting for a significant amount of missed reimbursement.

Using Bill Analyzer, Ms. McBean and her staff can systematically analyze their claims data, take immediate corrective action, and prevent recurring errors that cause compliance issues. “Bill Analyzer is an essential complement to Chargemaster Toolkit. Without it, we would not have discovered such a costly recurring error in our ER department,” she says. “Now we can account for all charges required for proper billing, reimbursement and compliance. And, the software is an excellent educational tool.”

Conveniently packaged with Chargemaster Toolkit, Craneware’s Online Reference Toolkit® is a favorite among JFLH staff. With a comprehensive source of clinical, coding, financial and regulatory resources at their fingertips, Ms. McBean and her team can readily resolve Medicare related issues. Access to current, actionable information has already improved accuracy and efficiency, cutting the time spent on claim denials by 50 percent. Even greater gains are anticipated with sustained use of the software.

Craneware’s solutions have also helped bridge the gap between clinical and financial staff, resulting in effective collaboration and accountability. “It’s important that our clinical staff realize the critical role they play in the overall financial health of the hospital,” states Ms. McBean. “They’re excited about making a difference.”

To further advance their financial aims, JFLH recently purchased Craneware’s Patient Charge Estimator® to simplify the process of providing upfront estimates for inpatient and outpatient services. “With Patient Charge Estimator, we can provide timely, accurate estimates that allow patients to plan for their financial responsibility in advance,” says Ms. Javois. “Patients appreciate our efforts to ensure their satisfaction and well being.”

Craneware Professional Services – Process Improvement Promotes Optimal Results

Once the new software was installed, Craneware Professional Services worked closely with JFLH staff to establish a process to deliver an immediate and ongoing return on investment. “Craneware Professional Services provided excellent support through best practices and training, helping to develop a customized plan for producing optimal results,” states Ms. McBean. “Their departmental review and recommendations for using the software most efficiently were critical to the success of the charge capture improvement process, and ultimately to making sure we’re billing and being reimbursed properly.”

Less than a year since initial implementation, the overall impact of new technology combined with process change has had far-reaching effects toward JFLH’s goal of enhanced revenue integrity. JFLH continues to improve financial and operational performance, yielding sustainable benefits for their organization and the community they serve. “Realizing a potential revenue increase of more than $5 million will allow us to acquire updated clinical equipment, hire and retain valuable staff, and offer more services to our community,” Ms. McBean concludes. “Achieving revenue integrity for our hospital will convey our commitment to quality care, patient satisfaction and fiscal viability for serving our community.”