



- ▶ **PROFILE:** UNIVERSITY OF VIRGINIA HEALTH SERVICES FOUNDATION (HSF)
- ▶ **PRODUCT:** STREAMLINE HEALTH'S ACCESSANYWARE™ SOLUTION INTEGRATED WITH IDX APPLICATIONS
- ▶ **SOLUTION:** IMPROVED OPERATIONAL WORKFLOW, SAVING TIME, SPACE AND MONEY

# Case study

ADDRESSING THE NEED OF A HEALTHCARE ORGANIZATION'S DOCUMENT IMAGING AND WORKFLOW PROCESSES.

*Streamline Health's access ANYware™ application reduces accounts receivable and operating costs for University of Virginia Health Services Foundation (HSF).*

## Achieving success by improving workflow

The University of Virginia Health Services Foundation (HSF), a 501 c.3 corporation affiliated with the University of Virginia Medical Center, began in 1979 to support the teaching and research efforts of the Medical Center. It focuses on billing and collecting of clinical physician fees. According to Martin Bass, HSF Manager, Treasury and Facilities, HSF has always used a bank lockbox to receive its incoming payments. Payments primarily come from two sources—directly from patients and from insurance companies (including Medicare and Medicaid).

### **Challenge: Checks in Balance**

Initially, HSF used a local bank to process payments. They would open mail, copy checks, deposit the checks, and forward them to HSF for posting to their billing system. Over the years, remittances became more complex, with volumes of paper on the rise. In 2002, after years of double-digit increases in bank lockbox fees, HSF sought a less costly, more efficient way to process commercial payments, capture checks and access remittance documents. They aimed to store them online in an easily retrievable format, while securely processing over 500 checks daily. They needed to bring the commercial lockbox in-

house to process mail and checks internally. For over two years, HSF investigated applications that could image, index and store large volumes of paper efficiently. They visited Georgetown University and the Medical College of Virginia, both struggling with similar challenges. They viewed demonstrations and sat in conference calls and meetings. HSF had to design procedures that would enable them to process an average of 535 checks per day (at times over 1,000) with high security and internal controls.

### **The Streamline Health Benefit**

With the help of Cindy Perry, Associate CIO of the University of Virginia Medical Center, HSF selected accessANYware, an imaging system from Streamline Health, Inc. As a business partner with GE Healthcare, Streamline Health's system integrated well with HSF's GE Healthcare billing system. The UVA Medical Center also uses Streamline Health's solution to image and store medical records and certain patient financial records.

During implementation, HSF designed a document folder structure within accessANYware to work with the GE Healthcare billing system, allowing users



to easily retrieve payment documents based on IDX batch numbers. This was achieved through a collaboration among the HSF team, Streamline Health and IDX.

At the 2003 Association of Financial Professionals (AFP) conference, HSF learned about Check 21 and electronic check processing. Seeking to exploit this technology, HSF asked Donna Smith, HSF Bank of America account officer, if they could assist in depositing a large volume of checks safely and securely. HSF agreed to participate in the Bank's remote deposit pilot program and HSF became the second remote deposit pilot site in the country. With Rachel Davis' help, the Bank provided training, software and hardware in time to meet HSF's internal lockbox go-live date of November 10, 2004.



# Getting the most from document workflow solutions

*Centralized scanning for bank lockbox processing saves UVA Health Services Foundation (HSF) over \$150,000 in operating costs in first year.*

From the outset, remote deposit has worked extremely well. Checks are deposited promptly after receipt, stored on-site for two to three weeks, and then destroyed. HSF balances to their payment batches and receives deposit confirmation the next business day from their online bank statement. The deposit procedures, and the reliability and stability of the remote deposit system, have satisfied the control and security concerns of HSF senior management and internal auditors.

## Streamlining for Results

Now in Phase 2 & 3 of the Document Management and Workflow Project, HSF and Streamline Health are automating the cash posting process. By electronically pushing batches of EOBs to cash posters, HSF looks to further reduce days in accounts receivable and operating costs with improved cash posting techniques. HSF plans to automate their top 5 paper payers. Through OCR (Optical Character Recognition), HSF will create an electronic 835 file for electronic automated posting of payments and required write-offs.

At the end of phase 3, over 98% of patient and insurance payments will be stored in document imaging at the invoice level and the batch level. Overall, organizations that have installed this type of workflow management technology have

improved same-day cash posting by 83% and on average have reduced days in accounts receivable by more than 15%.

The solution resulted in a significant net reduction in the cost of processing HSF's commercial payments (reduced bank fees and elimination of FedEx charges since mail is now received locally). This has allowed them to prepare and batch remittances in an orderly and more efficient way for payment posting. It has also resulted in an easy desktop tool for employees to find and retrieve payment documents. Overall, via the Streamline Health's accessANYware™

**Organizations that have installed workflow management technology typically improve same-day cash posting by 83%.**

application, HSF saved over \$150,000 in operating costs the first year through a reduction in bank fees and FEDEX costs while improving operational workflow, reducing the days in accounts receivable.

According to Martin Bass, HSF Manager, Treasury and Facilities, the ability to streamline workflow processes, by utilizing advanced technologies from Streamline Health, was a quick win for the organization and he recommends that every healthcare organization should investigate cash flow management benefits via documents imaging and workflow design.

## Streamline Health

Streamline Health is a leading supplier of healthcare workflow and document management tools, applications and services. The company's workflow-based solutions address the document-intensive problems of Health Information Management, Patient Financial Services, Human Resources and Supply Chain Management.

These solutions streamline operational efficiencies, reduce costs and enhance patient care through the optimization and automation of key business processes.

Linking clinical, financial and administrative information systems with health information documents, Streamline Health's workflow-based applications automate business functions and deliver higher levels of efficiency and productivity. Web-based access allows users to perform work from virtually any location.

Visit Streamline Health online at: [www.streamlinehealth.net](http://www.streamlinehealth.net)



## RETURN ON INVESTMENT: HSF's Operational Workflow Benefits



- Payment batches are **processed faster** internally—in 30 minutes versus 2-3 hours per day.
- No payment posting carry-overs. Nothing held in cashiering office.
- **Reduced overtime** in cashiering.
- **Good coordination** between cashiering and lockbox.
- **Advance warning** for high-dollar batches.
- Ability to get **batches same day**.
- Used to pull 50 CD's a week to retrieve documents for payment research, now only 5 per week.
- **Eliminated printing batches** from bank's website at month-end for collection budgets.
- **Immediate access** to document source vs. 2-3 days for a specific EOB.
- Provides **redaction feature** and ability to write comments on images.
- **Decreased payment window on denied claims to days** vs. weeks by having EOBs available at each desktop.
- **Reduced errors and labor** required for cash posting.
- **Regained valuable real estate** previously used for storage of paper EOBs.
- **Reallocate** filing and research FTE's into valuable collection and follow-up services.