eSolutions

CASE STUDY
BROOKDALE SENIOR LIVING

The Story

For nearly 30 years, Brookdale Senior Living has been committed to providing quality senior living. Their properties are designed, purpose-built and operated to provide exceptional service, care and living accommodations for seniors. With over 100,000 residents in approximately 1,100 retirement communities in 47 states, Brookdale Senior Living is the largest owned and operated senior living provider in the United States. Through its ancillary services programs, the company also offers a range of outpatient therapy, home health and hospice services.

The Challenge

Brookdale was challenged with finding the most effective method to improve its Medicare claims editing process for its ancillary service product lines. Layne Tomlinson, Supervisor of Healthcare AR, spoke about the struggle his team faced prior to partnering with eSolutions. "We were working directly in the DDE, so everything was a manual process," Tomlinson said. "We had no access to productivity reporting, so it was difficult to address areas of weakness within the billing process. In terms of our efficiency, it was obvious that something needed to change."

The Solution – Medicare Enterprise Package

Leshia Dunn, Vice President of Healthcare AR and Lisa Agerton, Director of Healthcare AR, decided to partner with eSolutions based on the system's fluidity and ease of use. Layne's team wasted no time taking advantage of the Medicare Claims Corrections and Analytics tools. Featuring full auditing capabilities, 24/7 access and the ability to work a claim in a familiar web-interface, Brookdale's Medicare claims submission process experienced the immense upgrade the management team desired. "The efficiency of editing claims is now greatly improved. We spend less time correcting previously missed claim errors, reducing the time it takes for reimbursement," said Tomlinson.

The Result

Since partnering with eSolutions in 2011, Brookdale has enjoyed increased efficiency and restructuring facilitated by the Medicare Enterprise package. "The amount of time and resources we're saving is noticeable. I couldn't ask for a better working relationship than we have now with the people at eSolutions."

Key Facts

76%
decrease in claims paid after 60 days

20%
decrease in denied and rejected claims

25%
decrease in A/R days

Testimonial

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Layne Tomlinson
Supervisor of Healthcare AR
Brookdale Senior Living

Find which solution is right for you!