

 **The Story**

Liberty Healthcare Companies is a family-owned organization providing the full continuum of patient care. They operate 24 skilled nursing facilities, over 35 home care and hospice offices and several other continued care retirement communities, assisted living and independent living facilities.

 **The Challenge**

Liberty Healthcare needed a more accessible method to organize, store and access their ADRs. In 2014, Liberty hired Ray Davis as Director of Reimbursement and Appeals, and he was tasked with developing a viable solution. "We had entire rooms filled with client records, so nothing was easily accessible when we needed it," Ray said. "We stood a high chance of losing company money from simple errors that could have been avoided with better organization." Everyday tasks like filing appeals and tracking potential payments were too time consuming, distracting the team from focusing on the ultimate goal: increasing reimbursements and cash flow.

 **The Solution – Medicare Enterprise Package**

After Ray's team implemented the eSolutions Medicare Enterprise package, which includes eSolutions' Audits and Denials tool, the struggle of managing the appeals process became a thing of the past. Ray said his team realized many positive changes after incorporating the new, automated system. "Without eSolutions' Audits and Denials tool, it would be impossible to manage our ADR process as effectively as we currently do. It saves time and money by bringing an organized method for ADR and appeals management."

He also explained that the break-down reporting feature has significantly enhanced the company's competitive advantage and cash flow management. "We have the time and ability now to track claims to see exactly what the issues are at each of our facilities and home health/hospice offices. Now we can work on a solution."

Another optimal product feature benefiting Liberty Healthcare is the built-in esMD submission tool. "It's a huge time saver for us! Since everything is done electronically, we never struggle with the possibility of missing a submission like we have in the past. It saves several thousands of dollars in postage annually," said Ray. "We like that eSolutions has helped us keep our focus on working with our facilities to develop the best ADR submission possible."

 **The Result**

With the help of eSolutions' Medicare Enterprise package, Liberty Healthcare significantly increased the efficiency of the appeals management process and created a more functional and organized ADR process.

 **Key Facts**

7.8%
reduction in RTPs

71%
reduction in AR days

99%
decrease in claims
paid after 60 days

 **Testimonial**

"Without eSolutions' Audits and Denials tool, it would be impossible to manage our ADR process as well as we currently do. We can keep the focus on working with our facilities to develop the best ADR submission possible."

Ray Davis
Director of Reimbursement and Appeals
Liberty Healthcare

**Find which solution is
right for you!**