

## The Story

Flushing Hospital Medical Center is a non-profit teaching hospital offering an array of primary and specialty care services to the community of Flushing, New York. The nearly 300-bed hospital features a renovated emergency department and state-of-the-art labor, delivery and recovery suites.

## The Challenge

Prior to partnering with eSolutions, Flushing Hospital Medical Center needed a more streamlined, intuitive way to enter claims into the Medicare DDE. Billing manager Gina Celedon said her team experienced many limitations and struggles with its previous process of manual claim entry. "Before eSolutions, we didn't think there was another option, so very little progression was being made towards improving our revenue cycle."

Due to the lack of reporting features, Gina's claim tracking and analytics capabilities were also highly constrained. "I tried reviewing claims on a monthly basis, but accurately tracking them was becoming too difficult." With 15 team members entering claims, it was apparent that the billing team needed to discover more efficiencies for better claim tracking.

## The Solution – eSolutions Medicare Enterprise

Since deploying eSolutions' Medicare Enterprise package in 2015, Flushing Hospital Medical Center has experienced a breakthrough in staff efficiency, while the rate of denied and rejected claims continues to trend downward. "Working in the UB-04 interface has made claims correction so much faster and easier for our team!" Gina said. "It's a night and day difference from what we used in the past."

Gina also values the automated ADR reporting that Medicare Enterprise provides. "Instead of having to wait several weeks for our ADRs, eSolutions emails them directly to me, so I'm able to take care of them right away," she said. "That alone has had a huge impact on improving our reimbursements."

## The Result

Taking full advantage of all the features Medicare Enterprise offers, Flushing Hospital Medical Center has realized a positive change throughout the entire billing process, including a 54 percent reduction in days in A/R. "We love how user-friendly everything is and we couldn't be more pleased with what eSolutions has contributed to our company."

## Key Facts

**54%**  
less days in A/R

**100%**  
decrease in claims  
paid after 60 days

## Testimonial

"Working in a UB-04 interface has made claims correction so much faster and easier for our team. It's a night and day difference from what we used in the past."

Gina Celedon  
Manager  
Flushing Hospital Medical Center