

The Story

St. Anthony's Hospice partners with its community of three Kentucky counties to maximize the quality and dignity of life for individuals facing life-limiting illnesses. Through a holistic approach, its team guides and empowers patients, families and caregivers during life's most sacred journey. St. Anthony's Hospice switched to eSolutions' suite of Medicare revenue cycle management products in 2011.

The Challenge

Submitting about 100-125 claims per month, St. Anthony's Hospice needed a more streamlined solution for claims billing. Its team manually entered claims into the Medicare FISS system, draining valuable manpower and time. Jodie Conrad, Director of Operations, said the organization had never gotten paid on a Medicare Secondary Payer (MSP) claim in 15 years of existence. The agency also struggled with the Notice of Election submission process. Both challenges created loss of revenue and staff productivity.

The Solution – Medicare Enterprise Package

Six years ago, St. Anthony's Hospice heard about eSolutions' from industry colleagues who were eSolutions customers. The management team decided to try eSolutions and noticed immediate improvements. With the Medicare Enterprise package, the organization became armed with the tools to successfully submit all types of claims.

The Result

"Using eSolutions products, we got paid on our first MSP claim ever," Jodie said. "With billing three to five MSP claims a year, eSolutions more than paid for itself."

For the first time, the St. Anthony's Hospice enjoyed sophisticated reporting features. "The reports are easy to read and understand and allow you to make corrections on the spot." Jodie said, "I love the daily email push reports, because each morning I can see all of our RTPs, paid claims and generally what our claims look like."

St. Anthony's Hospice biller, Rochelle Carter, said eSolutions has dramatically improved the process of submitting Notices of Election. "NOEs are straightforward, and the tool lets you know exactly what's needed on claims," she said. "The way I can render reports is much more user friendly and accurate."

Rochelle added that eSolutions customer service is top notch. "eSolutions client services reps actually answer the phone and get you an answer to your problem so you can move on," she said.

Key Facts

125
hospice claims
billed monthly

53%
decrease in
rejected claims

95%
clean claim rate

Testimonial

"Using eSolutions products, we got paid on our first MSP claim ever. With billing three to five MSP claims a year, eSolutions more than paid for itself."

Jodie Conrad
Director of Operations
St. Anthony's Hospice

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