eSolutions

CASE STUDY
SYSTEMS SERVICES, INC.

The Story

Systems Services, Inc. is a large organization operating approximately 90 nursing homes throughout Missouri. In order to oversee such a large-scale organization, it has a 10-person billing team. Systems Services bills between 2,500 and 3,000 claims each month with 75 percent of those claims being Medicare.

The Challenge

Before 2015, Systems Services had no revenue cycle management or billing software technology to streamline reimbursement. The billing team spent countless hours hand entering claims into the Medicare DDE and manually running eligibility reports. The management team had no data analytics capabilities to effectively measure what worked and what needed improvement.

The Solution – eSolutions Medicare Enterprise

eSolutions contacted Systems Services to offer a demo two years ago, and that was all it took. The billing team realized the immense benefits of the technology and capabilities they saw in the demo and never looked back.

Angel Best, Systems Services Medicare Biller, said the powerful features included in the eSolutions Medicare Enterprise Package eased the demands on the billing team, automating manual processes that previously took hours. Systems Services uses Medicare Enterprise to verify eligibility, edit claims directly in the FISS, and make sound business decisions based on eSolutions' robust business intelligence.

The Result

Medicare Enterprise dramatically impacted eligibility runs, slashing the time to run an eligibility report by 80-90 percent. More than 250 Systems Services employees use eSolutions Medicare Eligibility tool to verify patient coverage information, saving time and money across the organization.

Using eSolutions Claim Editor and its familiar UB-04 interface has saved the billing team substantial time and hassle. "Claims are much easier to correct, and I get them corrected faster," Angel said. "With eSolutions, everything's just so much easier to work with and less time consuming, and I like to save time."

As a Skilled Nursing provider, the team uses eSolutions' exclusive KX modifier tool in eSolutions Claim Editor. This feature offers a correction service that identifies errors and lets users quickly make KX modifier additions to multiple codes at once. "I use the KX modifier tool all the time," Angel said. "It's awesome and it's one of my favorite features."

"eSolutions Claim Editor and Eligibility Verification save so much time," Angel added. "Those features alone are worth every penny."

Key Facts

5%
reduction in RTPs

80%
less days in A/R

Testimonial

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Angel Best
Medicare Biller
Systems Services, Inc.

Find which solution is right for you!