



The Story

Nearly 65 years ago in an effort to better care for the elderly, members of the Luck, Wisconsin community built United Pioneer Home relying purely on donations of labor and materials. Today, the stand-alone nonprofit organization offers a modern facility on a five-acre campus. In addition to 50 skilled nursing beds, United Pioneer Home includes a 16-room assisted living facility and an independent living facility. Its team is proud of its high staff-to-patient ratio and compassionate, complete care.



The Challenge

United Pioneer Home has a small administrative staff working diligently to find efficiencies across the revenue cycle. The organization bills between 30-40 Medicare Part A and B claims each month. The United Pioneer Home team had revenue cycle management software, but the product lacked easy claim tracking and transparent claim data. Additionally, the software would often time out of the Medicare FISS when entering lengthy claims, resulting in wasted time and lost work.



The Solution – eSolutions Medicare Enterprise

Jane Quick, United Pioneer Home's Business Office Manager, said the organization switched to eSolutions in early 2015 after seeing the power of eSolutions' Medicare Enterprise package in a demo. She was new to her position at the time, and eSolutions seemed like the perfect product to ease some of the organization's billing frustrations and offer more transparency into their claim data and processes.



The Result

United Pioneer Home saw instant revenue cycle and workflow improvements, including a significant decrease in A/R days. In fact, Jane said the decrease in A/R Days was so substantial that their accountants were extremely surprised.

The biggest impact was the ability to work claims in real time with Enterprise's Claim Editor. "The eSolutions interface identifies opportunities to work on claims and prioritizes workflow easily so we can get our work done faster," Jane said. "Interactivity is what's special about eSolutions."

eSolutions' Eligibility Verification tool helped United Pioneer Home streamline admissions, and the robust reporting features gave Roxanne Peppenger, the team's Billing Specialist, better day-to-day visibility. "With eSolutions, I can look at the reporting and very easily see what's been paid and the train of claim activity," she said.

United Pioneer Home tries to maximize its workflow as part of improving cash flow, revenue and strengthening the organization for the future. "eSolutions gives us tools to increase our profitability," Jane said. "In the past, we had completely missed billing some of our Medicare claims, and billing Medicare efficiently is a huge piece to us maintaining our existence long term."



Key Fact

5%
reduction in RTPs



Testimonial

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Jane Quick
Business Office Manager
United Pioneer Home



Find which solution is right for you!

