



## The Story

Harbors Home Health and Hospice in Hoquiam, Washington offers quality alternatives for end-of-life care. They provide patients with hospice comfort and support while their families are caring for them at home.



## The Challenge

Harbors Home Health and Hospice needed to efficiently simplify their billing process. With a small team of seven (including two lead billers), staying ahead of the game and producing error-free submissions was difficult. Nicole Caffall, Lead Biller for Medicare and Home Health and Hospice, spoke about several ongoing challenges. "We wasted a lot of time having to excessively research what our claim errors were when it wasn't obvious. And then having to refile appeals all together happened often." It became evident the billing and intake teams needed a system to enhance speed and productivity.



## The Solution – Medicare Enterprise Package

After partnering with eSolutions in 2013, Harbors Home Health and Hospice experienced a dramatic improvement in productivity. "Medicare Claims Correction is my favorite product to work with because of how easy it makes our billing process," said Nicole. "Not only does it tell me when there is a mistake on a claim, but it lets me know exactly what the mistake is and won't allow me to submit it until it's been corrected. That alone saves me a ton of research time."

Due to its easy accessibility, MVP Live is another favorite, empowering the team with the ability to daily check insurance eligibility. "The reporting features are super helpful. It keeps a log of detailed client information both past and present, so we don't have to figure out how to gain access to it." With the help of eSolutions, the billing team at Harbors Home Health and Hospice can accomplish more in a shorter amount of time. "It's great to use a product that is so straight forward and takes all of the guess work out for you."



## The Result

Since partnering with eSolutions in 2013, Harbors Home Health and Hospice has experienced a significant reduction in the company's AR days. "The products are saving us a very noticeable amount of time on claims correction. We're all very pleased with how well eSolutions has helped us to streamline our billing process."



## Key Facts

# 2.9%

reduction in RTPs

# 65%

reduction in AR days

# 80%

decrease in claims paid after 60 days



## Testimonial

"Medicare Claims Correction is my favorite product because of how easy it makes our billing process. It's great to use a product that is so straight-forward and takes all of the guess work out for you."

Nicole Caffall  
Lead Biller  
Harbors Home Health and Hospice



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