



The Story

Hospice of Cincinnati is a not-for-profit organization providing compassionate, personalized end-of-life care. With seven departments spanning across Ohio, they specialize in routine, home, respite and inpatient care for the terminally ill and their families.



The Challenge

At Hospice of Cincinnati, the Billing department sought an ideal method to save time and cut unnecessary, behind-the-scenes costs. Kim Kuebler, Medicare Supervisor and Manager, spoke about their search for an effective product. "The products from our last revenue cycle management company were very outdated. Everything from NOEs to claim submissions had to be manually typed in to the Medicare system," said Kim. "If anything was entered incorrectly, it could end up taking twice as long to see that revenue." It was clear the team needed modern revenue cycle management tool to drive proficiencies across the board.



The Solution – Medicare Enterprise Package

For Kim's team, it was a welcome relief to use products that uniquely fit their needs. "We couldn't believe what we had been missing out on all this time!" The ability for multiple staff members to check patient eligibility simultaneously has increased productivity and saved valuable staff time. "Medicare Eligibility Verification has been a great resource for us. On busy days, it's helpful to have more than one person who can access patient eligibility," said Kim. With the Medicare Enterprise Package, the time spent checking Medicare eligibility and manually submitting NOEs was slashed in half, creating the opportunity to focus on other critical tasks.



The Result

eSolutions has empowered the Hospice of Cincinnati billing team by creating a productive and efficient environment. Since acquiring the Medicare Enterprise package, their reimbursement rates have skyrocketed to 95 percent. "On top of the ease of use we experience with eSolutions' products, we see our revenue noticeably sooner than we had in the past. We are very pleased with eSolutions and it has been a great investment for our company!"



Key Facts

4.2%

reduction in RTPs

62%

reduction in AR days

25%

improvement in staff efficiency with MedicareACE



Testimonial

"On top of the ease of use we experience with eSolutions' products, we see our revenue noticeably sooner than we had in the past."

Kim Kuebler
Medicare Billing Supervisor/Manager
Hospice of Cincinnati



Find which solution is right for you!

