Authorization and cash collections reporting

Behavioral Healthcare Provider

Built automated reporting to track patient's authorization details and Estimated Customer Financial Responsibility (ECFR) to improve authorization and collection rates

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Behavioral Healthcare Provider company needs Authorization and cash collections reporting

Picture this…

You're looking to provide visibility into patient's authorization details and Estimated Customer Financial Responsibility (ECFR) to improve authorization and cash collection rates. Utilization Review (UR) teams at the facilities did not have visibility into the patients with pending authorization from insurance companies (payers); and failure to renew the authorizations on-time resulted in claim denials and lower reimbursements from payers.

You turn to Accordion.

We partner with your team to build an automated reporting to track patient's authorization details and Estimated Customer Financial Responsibility (ECFR) to improve authorization and collection rates, including:

1) Integrating data from different systems to provide visibility into the current census, authorization status, patient financial responsibility and payments
2) Automated emails were sent to each facility with the list of unauthorized patients and the patients with pending ECFR to drive improvements in authorizations and cash collections
3) Building robust self-serve dashboards on Power BI to track the authorizations and cash collections over the time by facility, insurance, and level of care
4) Designing a facility performance scorecard by assigning scores to facilities based on their authorization and cash collection efficiency

Your value is enhanced.

Your automated reporting enabled client's UR team to identify specific patients without authorizations on a real time basis and follow up with insurers to get authorization. UR team has converted the patients with authorization denials to either self-pay patients or discharged them based on their review or moved them to a lower level of care resulting in lower denial rates. Due to these actions taken by client based on the reporting –

- Authorization rates increased by 15% (from 80% to 95%)
- ECFR collection rates increased by 25% (from 60% to 85%)

AUTHORIZATION AND CASH COLLECTIONS REPORTING

KEY RESULT

- Authorization rates increased by 15%
- ECFR collection rates increased by 25%

VALUE LEVERS PULLED

- Text analytics
- Natural Language processing
- Bi-Directional LSTM
- Word Embeddings
- BI dashboards

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Improved cash collection rates for a behavioral health company

Authorization and cash collections reporting

Situation

- Utilization Review (UR) teams at the facilities did not have visibility into the patients with pending authorization from insurance companies (payers); and failure to renew the authorizations on-time resulted in claim denials and lower reimbursements from payers. Also, the teams lacked visibility into how much amount they should collect from patients during the treatment; and this resulted in lower cash collections and revenue loss.
- Partnered with the client to provide visibility into patient's authorization details and Estimated Customer Financial Responsibility (ECFR) to improve authorization and cash collection rates

Accordion Value Add

- Integrated data from different systems to provide visibility into the current census, authorization status, patient financial responsibility and payments
- Automated emails were sent to each facility with the list of unauthorized patients and the patients with pending ECFR to drive improvements in authorizations and cash collections
- Built robust self-serve dashboards on Power BI to track the authorizations and cash collections over the time by facility, insurance, and level of care
- Designed a facility performance scorecard by assigning scores to facilities based on their authorization and cash collection efficiency

Impact

- The automated reporting enabled client's UR team to identify specific patients without authorizations on a real time basis and follow up with insurers to get authorization. UR team has converted the patients with authorization denials to either self-pay patients or discharged them based on their review or moved them to a lower level of care resulting in lower denial rates. Due to these actions taken by client based on the reporting –
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Daily authorization & cash collections report

- Provided visibility into authorization status, patient collections and estimated revenue at a patient level
- Helped the facility UR team to identify the patients with pending/expired authorizations and follow-up with insurers to get authorizations

merilytics

SCORECARD OF FACILITIES BY DISCHARGE MONTH

Facility
- Select all
- Facility_01
- Facility_03
- Facility_04
- Facility_05
- Facility_07
- Facility_08
- Facility_09
- Facility_10
- Facility_11
- Facility_12
- Facility_13

Admit type
- Select all
- Insurance Pay
- Self-Pay

Discharge Month
- Select all
- Jan
- Feb
- Mar
- Apr
- May
- Jun
- Jul
- Aug
- Sep
- Oct
- Nov
- Dec (MTD)

3,828	$14.76M	$9.15M
Total Discharges	Total ECFR	Total Deposit Amount

ECFR Collected %: 62% (0% – 100%)

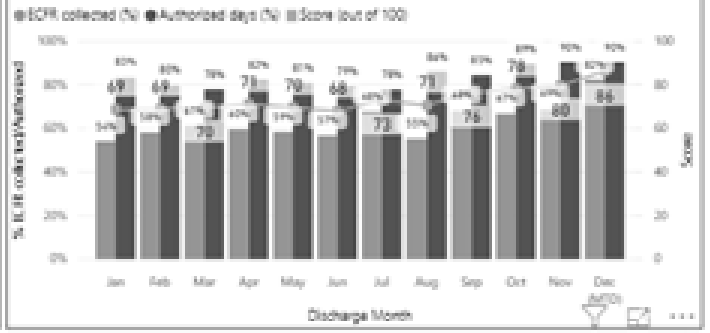
Authorization %: 83% (NAR 3%) (0% – 100%)

Score: 73 (0 – 100)

Score by Facility

Facility	Discharges	ECFR collected	Authorized days	% NAR days	Score (out of 100)
Facility_01	165	76%	95%	1%	86
Facility_03	116	52%	92%	3%	72
Facility_04	63	57%	99%	2%	78
Facility_05	100	55%	87%	5%	71
Facility_07	63	71%	95%	0%	83
Facility_08	76	73%	98%	0%	86
Facility_09	104	70%	82%	0%	76
Facility_10	522	54%	84%	0%	69
Facility_11	21	44%	66%	14%	55
Facility_12	56	70%	63%	7%	67
Facility_13	419	66%	75%	4%	71
Total	3,828	62%	83%	3%	73

Facility Score based on ECFR collected and Authorized days by Discharge Month



ECFR collected (split by admit type) by Facility

Admit type	Insurance Pay				Self-Pay				Total			
Facility	Discharges	Total ECFR	Total Deposit	ECFR collected	Discharges	Total ECFR	Total Deposit	ECFR collected	Discharges	Total ECFR	Total Deposit	ECFR collected
Facility_01	92	$591,991	$363,344	61%	73	$1,473,145	$1,199,950	81%	165	$2,065,136	$1,563,294	76%
Facility_03	107	$199,607	$107,862	54%	9	$169,640	$85,070	50%	116	$369,247	$192,932	52%
Facility_04	59	$153,918	$62,918	41%	4	$90,240	$76,420	85%	63	$244,158	$139,338	57%
Facility_05	83	$264,009	$103,289	39%	17	$325,770	$218,490	67%	100	$589,779	$321,779	55%
Facility_07	44	$274,847	$181,165	66%	19	$322,122	$239,842	74%	63	$596,969	$421,007	71%
Facility_08	48	$257,342	$165,880	64%	28	$632,426	$482,056	76%	76	$889,768	$647,936	73%
Facility_09	76	$332,281	$209,420	63%	28	$645,430	$474,395	74%	104	$977,711	$683,815	70%
Facility_10	482	$662,319	$264,977	40%	40	$701,857	$474,287	68%	522	$1,364,176	$739,264	54%
Facility_11	21	$55,592	$24,672	44%					21	$55,592	$24,672	44%
Facility_12	29	$87,327	$71,946	82%	27	$657,950	$448,896	68%	56	$745,277	$520,842	70%
Total	3,391	$6,867,095	$3,451,367	50%	437	$7,888,856	$5,696,821	72%	3,828	$14,755,951	$9,148,188	62%

Notes : 1. Facility score is calculated based on % ECFR collected and % Authorized days. Score = ((ECFR collected % x 50) + (Authorized days % x 50)). 2. Only patients who have been admitted and discharged in 2018 are considered.
3. Self-Pay patients are not considered in the calculation of Authorized days (%). 4. "Promises Scottsdale" facility is closed on 08/05/2018.

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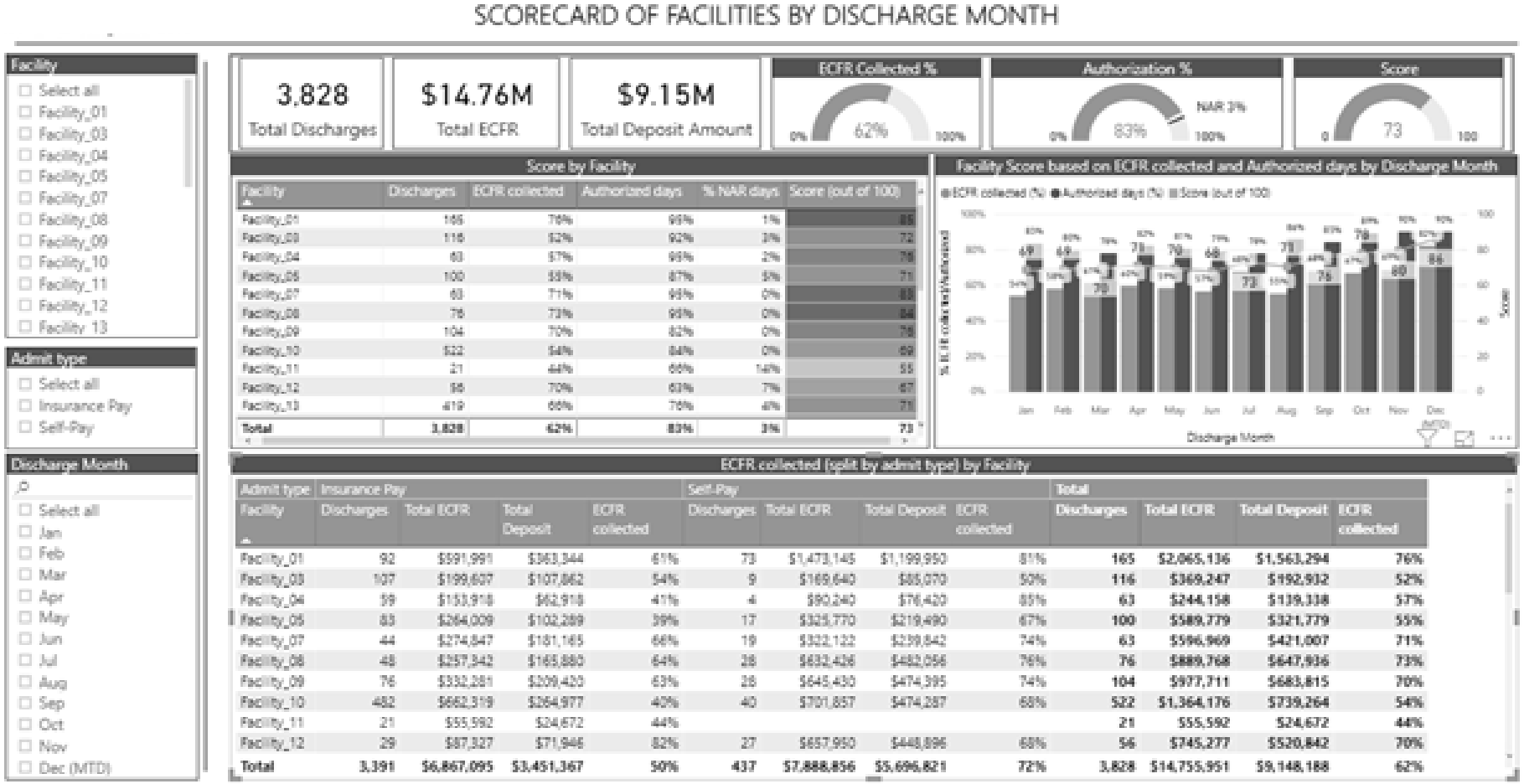
ILLUSTRATIVE

Facility scorecard

- Compared the performance of the facilities on KPIs such as % Authorized days and % Patient collections using a scorecard
- Provided visibility for the leadership team to identify low-performing facilities



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