

Finding savings immediately

For Bear Lake Memorial Hospital, having accurate patient claims before submitting for insurance payment was critical.

They felt an innate duty to provide accuracy for their patrons – as well as a need to stay financially viable so they could continue to offer competitive staff wages, stay current with diagnostic and other capital equipment, and improve their physical environment for their caregivers and patients.

To address these needs, Bear Lake implemented ChargeVu™ – Camtiva’s web-based charge capture software solution.

The results of the implementation included:

- reduced missed charges
- reduced inaccurate charges
- personnel augmentation
- increased compliance
- and more effective billing processes

Bear Lake Memorial – At a Glance

Bear Lake Memorial Hospital, located in Montpelier, ID, is a county owned critical access hospital with a solid reputation for servicing the healthcare needs of the Bear Lake County area. They have a wide range of service lines including Assisted Living, SNF, RHC Clinics, Dialysis, Home Health, Behavior Health, Acute Care, and Chemotherapy.

They have over 250 caring and dedicated employees, and 119 Volunteers donating more than 24,000 service hours each year.

Challenge

As a standard challenge in dealing with the complexities of healthcare in a rural setting, Bear Lake Memorial was missing charges on insurance claims and, on occasion, accidentally including incorrect charges. Besides the obvious fiscal issues, there was also a negative public perception impact with the community when such incidents occurred – an impact that a small, county hospital would prefer to avoid.

To make matters worse, Bear Lake’s claim review specialist retired. Leslie Crane, CFO, expounds, “This is a resource that is not easily replaceable in a small town since it requires extensive familiarity with the inner workings of the hospital to recognize where errors may have occurred in the billing process.”

Finally, it was extremely difficult and costly to monitor the billing process and show compliance with regulatory billing standards.

“ChargeVu has definitely helped us ensure clean claims go out the door, the first time!”

Leslie Crane, CFO

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Solution

To resolve the challenges and issues that were impacting their facility and community, Bear Lake Memorial decided to purchase Camtiva's ChargeVu™ web-based software services.

They were intrigued by Camtiva's claim that their ChargeVu software could catch missed or incorrect charges before they submitted claims for payment, as well as discover missed charges in the past that they could reclaim from payors.

How it Works

Via an integration with Bear Lake's EHR, batches are run on a daily basis through the ChargeVu software a couple of hours before submitting to the payor.

"We have been interested in this type of a product for a long time," explained Crane. "It is important to our facilities to have integrity in our billing process. We want our community to know they will not be charged for anything that they did not receive. As well, it is also important from a business aspect not to let charges walk out of the door."

About Camtiva

Camtiva LLC's innovate software services provide hospitals with a safeguard against improper billing - putting a unique, cost-effective system in place to catch errors and improve processes before the bill goes out the door.

At Camtiva, we are passionate about helping rural hospitals succeed. Rural healthcare is facing a crisis as critical access and other rural hospitals struggle to keep their doors open. When a small hospital closes, the impact to the community is significant. Our desire is to help hospitals thrive in the complex, rapidly changing healthcare environment.

Result

Increased Billing Process Efficiency

Bear Lake has discovered errors that they can quickly correct before time of submission. They can then work with responsible departments to try and refine processes to avoid the error in the future. Crane says, "We are impressed by Camtiva's ability to provide meaningful association analysis, ability to create rules that work for our facility, and the flexibility to run batches when we are ready."

Less reliance on staff

Since implementation of the software, and creating rules specific to their processes, Bear Lake has felt comfortable not staffing for claim review. According to Crane, "Our previous charge review person retired and this has been able to fill the gap fairly well - and will be able to as we continue to improve our rules."

Savings & reimbursements

The most noticeable aspects of the ChargeVu service was the savings and revenue generation it provided the hospital. "We've saved extensive administrative time, employee time, paper, tracking, training, publishing, insurance/liability, etc.," claims Crane. "And we know we have corrected a fair amount of claims that might otherwise have been missed, and that revenue lost." Crane also maintained that although claim scrubbing tools help catch coding errors that would cause denials, they don't dig deep enough to find missing charges, and at times, delay the reimbursement process.

Compliance

Now that Bear Lake has set up a significant amount of charge rules for their facility, there is a significant comfort level that claims are much cleaner, and much more defensible, should a charge audit ever occur. Crane insists, "ChargeVu is an important part of our Revenue Cycle process. It allows us to continue to improve our ability to ensure clean claims go out the door the first time - and that is significant."

Customer Satisfaction

Bear Lake feels as though bills are more accurate as they leave the facility, and that this does have a direct impact on the patrons they serve. "Unfortunately, it is difficult to track whether customers are happier because their claims were correct the first time, since they typically only say something if there is an issue that impacts them negatively," states Crane. "But a lack of complaint from the public is always a good sign that things are working better."