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Critical insights into billing operations

Caribou Memorial had a fair profit margin, but found it difficult to know where charges were being missed that could allow them to add even more quality services for their community.

They felt that charge capture leakage was happening, and the claim scrubbing tools they had in place were not designed to eliminate that problem.

Caribou worked with Camtiva to setup their charge capture software solution, ChargeVu™, and found immediate resolutions to their challenges.

The results of the implementation included:

- greater billing insight
- more competitive offerings
- reduced admin & billing costs
- faster turnaround of claims
- flexible rule manipulation
- significant increased revenue

Caribou Memorial – At a Glance

Caribou Memorial is a debt-free critical access hospital nestled in the mountains of Southeast Idaho, in the small town of Soda Springs – known for a continuous geyser developed with human intervention by tapping into an underground seismic hot spring.

The hospital is county-owned and serves the residents of Caribou county and beyond. Besides the hospital, they operate several area clinics, a nursing home, a telemedicine unit, sleep studies, surgical services, nuclear medicine, and an oncology service.

Challenge

Although Caribou Memorial maintains a healthy profit margin, there was a general feeling that charge capture was still lacking. The software tools they were using relied on generic national edits that helped reduce some insurance denials, but it did not identify missed charges. And without that insight, it was challenging to know if they were capturing all of the procedures and supplies on the claim.

According to Becky Bybee, Caribou's Chief Compliance Officer, the facility had employed various claim scrubbing and denial management tools to track and prevent inconsistencies and errors. "Unfortunately," those tools just don't offer the level of granularity we need to find missed charges on claims," she lamented. "They do a mediocre job of identifying potential insurance denial triggers based on national edits, but they don't really dive into the specific charges and codes that ensure we get paid for the services we performed. Without those payments, smaller hospitals are at risk to continue to offer our communities new technology, services, and updated facilities."

"Camtiva's ChargeVu software has transformed the way we do business!"
Becky Bybee, RN, CHC, CWCA, CCO

Solution

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

How it Works

ChargeVu is connected to Caribou's electronic health record system. When a claim is generated, it scours the claim and finds any inconsistencies with the rules Caribou has designed. It then notifies appropriate end-users of the potential errors so they can be addressed before the claim is submitted to their clearinghouse and ultimately the insurance company.

"We have been using Camtiva's ChargeVu Software for a while and have to say that it has transformed the way we do business," notes Bybee. "It is a very comprehensive system that we use on a daily basis. I am happy to see continued improvements and new features in the system and recommend Camtiva's ChargeVu tool to my contacts."

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Result

Greater Insight for Compliance
Using Camtiva's charge capture analysis tool, Caribou Memorial has discovered thousands of instances where charges had been missed or were inaccurate on claims. Bybee said, "We were so grateful to have that insight. It made it so much easier to find out where our processes were broken, and help us refine our billing process. The information was extremely valuable."

Competitive Offerings
According to Bybee, one of the greatest benefits of implementing ChargeVu was their ability to see whether they were actually charging accurately for services provided. "For example, when it came to nuclear medicine services, ChargeVu pointed out that we were often not billing the insurance company for drugs and supplies and several times we even neglected to bill for the actual procedure, costing us tens of thousands in reimbursement each year.," explained Bybee.

Flexibility
One of the major issues Caribou dealt with was the lack of granularity that could be analyzed by their claim scrubbing software. "Other tools just don't allow us to be notified of granular errors or inconsistencies on charges, whether they be procedures or supplies. Even though they may be small comparatively, that percentage is still pretty significant for any healthcare provider," Bybee argued.

Increased Revenue
According to Bybee, the ChargeVu software has more than paid for itself. "Within the past year, we have discovered hundreds of thousands of dollars in missed or inaccurate charges," she claims. "Those types of dollars can readily be used to increase the amount and quality of services we can provide our community. And that is our ultimate goal."

Savings Breakdown

During the ChargeVu implementation, many missed charges were discovered – ranging from mid-price items such as Oxygen Supplies and drugs, to very high dollar items like total knee implants, anesthesia and missing room charges.

Caribou determined that the ChargeVu software has helped them increase their net revenue by at least $500,000 during the first 12 months of using the software.

Bybee explained that in addition to identifying missed charges on hundreds, even thousands of claims a year, the ChargeVu software has helped them identify and correct charge pricing issues, chargemaster integrity issues, charge capture process issues (clinical and business office) and vendor agreement terms and conditions.

Bybee said Caribou is still adding rules to guard against missed charges, and feels the savings will only increase as they continue to use the ChargeVU system to refine their billing processes.

Call Today

For more information on how Camtiva's products and services can help your organization find missed revenue, contact one of our sales representatives at 208-538-1818,
or visit us online at www.camtiva.com.

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 capture charge 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.

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"We find errors every single day. It's very seldom that we go a day without finding errors. And we're just a small hospital. Now that we have the ChargeVu tool, we greatly increase our compliance, and at the same time, we are improving our bottom line - so we can continue to make necessary and important investments in our facilities, our employees and the services we offer our community. "

Jon Smith, CEO