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Dreyer Medical Clinic Team Installs Ingenix Claims Editing System[®] in Fewer Than 45 Days

Highlights

- Rapid implementation achieved through collaboration, seamless team effort
- Claims review tool to help manage medical costs, improve the appropriateness of claims payments, match adjudication with contracted rates, and support resolution of provider appeals
- Increase quality and productivity



Challenges

Dreyer Medical Clinic faced a daunting task: to mold three teams into a single, harmonious unit in order to meet a 45-day installation deadline. Dreyer's contract with a previous vendor was ending and the clinic could not disrupt the bill review process, a critical component of their operations. Dreyer chose to sever its relationship with the previous claims editing vendor due to a lack of teamwork. Claims editing software typically works as a module within an overall claims adjudication system. But because the claims editing vendor did not work well with the claims adjudication vendor, the editing system and Dreyer's claims administration process suffered. The system was not up-to-date on coding guidelines, leading to a stopgap program of manual review—a process that was cumbersome at best and error-prone at worst.

Adding to the complexity of this race against time was an imperative to finish a bi-directional interface between the Ingenix Claims Editing System and the IDX system platform.

Only a few months following the "go-live" date, Dreyer is seeing significant savings as overpayment of claims decreases, provider coding improves, and automation increases.

Solutions

“With the Ingenix Claims Editing System, we have more claims automation and less manual intervention, which means fewer errors.”

– Sharon Llamas, Director of Managed Care for Dreyer Medical Clinic

Dreyer is a physician-owned organization founded in 1922 known throughout its service area in the western suburbs of Chicago as “the Marcus Welby medicine.” Ironically, automation was the key to preserving Dreyer’s patient-focused mission. The new claims review tool would have to help Dreyer comply with ever-changing prompt-pay legislation, delivering rapid processing while actually increasing consistency.

Discarding interface options that would be too unwieldy and costly, Sharon Llamas, Director of Managed Care for Dreyer Medical Clinic, Aurora, Ill., chose Global Works to do the job and work closely with Ingenix and Dreyer teammates to implement the new claims editing system within the given timeframe.

As an integrated delivery system, Dreyer was already using Ingenix ClaimsManager to facilitate accurate claims on the billing end of the organization, and it was a natural choice to install the Ingenix Claims Editing System on the claims editing end. Dreyer would convert six months of claims history into the new system, expecting the claims editing system to deliver historical processing, while detecting duplicates, split bills, and other discrepancies. Date-sensitive auditing logic would process claims against policies in effect at the time of services.

From its core position, the Ingenix Claims Editing System would accept Dreyer’s input of proprietary auditing logic, letting them implement their own business rules in addition to standard clinical rules. Dreyer could create rules logic and automate specific policies. “The Ingenix Claims Editing System gives us the freedom to write our own rules and own them, should we need them,” reported Llamas. “We’ve already written a few rules and the Ingenix team was wonderful in walking us through the process of rules creation.”

Results

After just a few months, Dreyer started seeing impressive results. Up-to-date codes and automated editing helped the Dreyer managed care plan realize a savings of more than \$2 per claim remitted. Procedural accuracy, or the percentage of procedures followed before paying a claim, increased to 99 percent. Financial accuracy, or the percentage of error-free claim reimbursements, rose to 99.83 percent. And the time it takes to take a claim from submission to remittance is 23 days, a full week less than the 30-day turnaround time the law requires.

Asked to describe the one factor that allowed this three-part team to achieve all the complexities of a 45-day installation, Llamas doesn’t miss a beat. “Great teamwork! The install wouldn’t have gone live and met the deadline if I didn’t have such a good team.”

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