



# Peak Wellness Center Improves Productivity, Reduces Turnaround Time for Payments, and Increases Revenues with Ingenix Transaction Exchange for EDI

## Highlights

- With the use of Ingenix Transaction Exchange, Peak Wellness Center has decreased the turnaround for insurance claims from three weeks to two weeks.
- Peak Wellness Center staff no longer need to print and manually mail several thousand forms and statements every month, improving overall productivity.
- Staff have been freed up to pursue problematic claims, leading to an increase in revenue.
- Ingenix Transaction Exchange was deployed with very little effort, and was up and running within a day or two. A previous vendor was unable to get EDI working after three and a half years.



## Challenges

Peak Wellness Center, Inc. is a private, not-for-profit system of care that provides accessible, affordable, and effective mental health and substance abuse services to the residents of Albany, Goshen, Laramie, and Platte Counties in Wyoming.

Peak Wellness Center was doing its billing by printing out forms, mailing them every month, and then waiting for payment. The company recognized that it was an inefficient process, and was looking to employ a solution that would:

- **Improve staff productivity.** Every month, staff members had to print out 600 HCFA forms and 1,800 patient statements and mail them manually. This was burdensome to the staff, and an inefficient use of their time. Peak Wellness Center wanted a solution that would handle billing automatically.
- **Speed up the billing cycle.** Mailing bills by hand meant they took longer to get to recipients. In addition, payers at times delay payments to providers who send out paper bills. Peak Wellness Center was looking to speed up the time it took to receive payments.
- **Improve revenue.** Because staff members were tied up mailing paper forms, they did not always have the time to follow up on rejected or lost claims. Peak Wellness Center hoped that a new system would free up staff time for pursuing those claims.

■ **Make it easy to transition to a new system.** Peak Wellness Center wanted to make sure that any system it chose would be simple and quick to implement, without a complex deployment or lengthy transition.

“We were getting buried in a blizzard of paperwork every month,” remembers Valerie J. Siegel, IT Director, Peak Wellness Center. “It was very burdensome to the staff, and very inefficient. We knew that we had to find a solution.”

## Solutions

The Peak Wellness Center Board of Directors, Executive Director, and Siegel all wanted to move towards an electronic billing solution. Peak Wellness Center had previously contracted with a vendor to implement EDI (Electronic Data Interchange), but after three and a half years, the system wasn’t implemented because the billing firm was unable to import data properly.

Siegel contacted Ingenix about Ingenix Transaction Exchange clearinghouse for EDI. When she found out that Ingenix would only need her to send a single file in order to deliver out Peak Wellness Center statements electronically, she says, “I knew right then that Ingenix spoke my language and was the company to go with.”

Implementation went very smoothly. “Ingenix made it extremely easy for us to transition to EDI with Transaction Exchange,” she says. “It took practically no work on our part at all, and we were up and running very quickly. With our previous vendor, we were never able to get EDI running properly, even after more than three years.”

She sent Ingenix the required file from her system. She remembers, “It took a day, or two at the most in order to get the system running. The person who handles insurance billing and I were amazed when we received the message from Ingenix, telling us that we were ready to go.”

Ingenix Transaction Exchange clearinghouse and services offer compliance, connectivity, and routing of HIPAA transactions through any legacy system. It delivers a robust connectivity technology that enables providers to trade transaction with over 1,900 commercial and governmental insurance carriers.

**“Ingenix Transaction Exchange has reduced our costs, decreased claims turnaround time, and improved productivity.”** —Valerie J. Siegel, IT Director, Peak Wellness Center

## Results

Since moving to Ingenix Transaction Exchange, Peak Wellness Center has improved its efficiency and staff productivity, reduced the turnaround time for payments, and improved revenue collection.

Staff no longer need to print out and mail several thousand statements every month. Instead, Peak Wellness Center sends a single file to Ingenix, which then handles the billing with Ingenix Patient Payments Manager, a component of Ingenix Transaction Exchange.

“Transaction Exchange has removed a piece of drudgery from our staff’s workload,” Siegel says. “They don’t have to stuff envelopes, and handle manual, repetitive tasks. They are now happier, more satisfied with their work, and more productive.”

**“Before the use of Ingenix Transaction Exchange, we had to manually print out and mail several thousand forms and statements every month. We no longer need to do that, saving time, money, and wear and tear on the staff.”—Valerie J. Siegel, IT Director, Peak Wellness Center**

Ingenix Transaction Exchange has also reduced the turnaround time for Peak Wellness Center to get paid. Siegel attributes this to faster billing, as well as insurance companies paying electronic claims more quickly than they do paper-based claims.

“We’re getting paid more quickly simply because we now bill electronically,” she says. “There are less hold ups and fewer bottlenecks.” Because of this, she says, “Since moving to Ingenix, our turnaround for insurance claims has decreased from three weeks to two weeks.”

In the past, because staff members were tied up with manually mailing out forms and statements, they were unable to pursue as many problematic or rejected claims as they wanted. But because they no longer need to handle manual mailing, they have more time to pursue those claims.

“Transaction Exchange not only saves us money, but it makes us money as well, because we get paid more quickly, and it has freed up our time so that we can more easily pursue problematic claims,” Siegel says. “There’s always a payer that wants more documentation or has some other kind of time-consuming need. Before, we didn’t always have the time to pursue those claims. Now, with Ingenix Transaction Exchange, we do.”

Overall, Siegel says, “We have been extremely pleased with Ingenix. Ingenix does more than offer superior technology and services. They are extremely easy to work with, know our business needs and problems, and go out of their way to help.”

### **About Peak Wellness Center**

Peak Wellness Center, Inc. is a private, not-for-profit system of care that provides accessible, affordable, and effective mental health and substance abuse services to the residents of Albany, Goshen, Laramie, and Platte Counties in Wyoming. Peak Wellness Center is committed to offering a comprehensive, balanced, and coordinated system of community-based services that respects and advocates for the individual dignity of its clients, and that produces meaningful improvements in quality of life for its clients and for its communities.

### **About Ingenix**

Ingenix delivers Intelligence for Health Care, uniting the brightest minds to improve health care through information and technology. Ingenix serves more than 250,000 diverse health care clients, including insurance companies, federal/state agencies, pharmaceutical and biotech firms, Fortune 500 enterprises, hospitals and physicians within the health care community. For more information about Ingenix and its products and services, please visit [www.ingenix.com](http://www.ingenix.com).

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Corporate Headquarters | 12125 Technology Drive, Eden Prairie, MN 55344

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