

From Transactional to Transformational

RemitMax adds value to the entire revenue cycle at Adena Health System

The Challenge

Adena Health System was struggling to keep up with cash posting and balancing. Employing 10 separate image lockboxes, posting receipts into 9 separate systems, and reconciling through a manual process, the cash posting staff usually worked overtime to finish. Comingled funds caused significant challenges to posting and to balancing. Because document retention for the lockboxes was limited to three months, a full-time scanning resource worked to import documents to an in-house system for follow-up. However, the in-house system did not facilitate helpful search capabilities, making document or account information retrieval painful and slow. Resulting delays in processing medical records requests or audit letters caused financial losses to the organization.

The Results

- Workload for personnel reduced dramatically allowing **reallocation of 1 scanning FTE and elimination of overtime equivalent to 2 FTEs.**
- Adena was able to collapse 10 lockboxes down to 5, **eliminating approximately \$60,000.00 of bank lockbox expense annually.**
- Adena is equipped to perform **better follow-up** and provide **better customer service** because of the complete document archive, including redacted credit card receipts, and excellent search and retrieval capabilities.
- RemitMax accommodates all the splitting required to handle comingled funds and enables **easy, reliable balancing** to each system, each check, every day.
- Collection agency remittance processing has been improved, with RemitMax designating PLB segments (provider level balance reason codes) for agency fees for better posting and balancing.
- **Patient payment processing is cleaner**, with RemitMax generating individual CLPs for each patient account, eliminating posting issues related to the combination of multiple coupons on a single patient check.
- Adena enjoys **improved interdepartmental collaboration** with better access to data now that the elimination of manual posting permits meaningful interaction between cash posting and other departments within the business office.
- The cash posting position has been transformed from a keypunch mindset to a problem-solving mindset, facilitating **better follow-up and the opportunity for revenue recovery!**

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About Adena Health System:

Since 1895, Adena Health System has remained focused on its commitment to provide patients with the best healthcare and personal service.

Today, Adena Health System includes three hospitals (Chillicothe, Waverly and Greenfield) and six regional clinics, with a total of 311 beds. Adena is here to provide quality healthcare for the more than 400,000 people who call south central and southern Ohio home. With more than 3,000 employees, Adena serves as an economic catalyst for the region.

Adena's Mission – To Care, To Heal, To Educate

Adena's Vision – "To be instrumental in creating healthy, thriving communities!"

Adena's Guiding Principle – "Treat others as you would want to be treated." Matthew 7:12

Adena's Values – Integrity, Quality, Excellence, Trust"

"RemitMax is, for the business office, the world at your fingertips."

--Angela Lowery, Adena Health System

RemitMax is a blended solution to modernize and streamline paper payment processing, featuring:

- *EOB conversion to 835*
- *Correspondence classified and indexed*
- *Complete document repository*

Early and On-Going Successes

When Adena evaluated paperless remittance solutions, Angela Lowery knew that a significant advantage for RemitMax by Quadax would be the claim history retained in Adena's instance of Xpeditor by Quadax. Being able to match payment documents back to claims in Xpeditor history gives RemitMax the ability to produce a richer, more useful electronic remittance file for auto-posting. The benefit of integration with Xpeditor goes both ways: RemitMax adds data to Xpeditor, giving users access to complete information for follow-up and analysis. Reflecting on their selection, Angela Lowery, Cash Posting Revenue Cycle Manager, states, **"For us, choosing RemitMax was really a no-brainer. It didn't make sense to continue down the path we had been on; we weren't making any progress. I can't imagine NOT going with RemitMax."**

The RemitMax implementation, configuring the process precisely to Adena's unique needs, reinforced the wisdom of their selection. The healthcare expertise of the RemitMax team was a huge asset. **"It was one of the best implementations I have had – probably THE best,"** said Lowery. "The RemitMax team was very knowledgeable. They understand what we do; we didn't have to explain why we needed something a certain way."

The direct impact of RemitMax on cash posting and balancing was dramatic. However, **the benefits of RemitMax have extended beyond receipts-handling.** "The document retention we have now with RemitMax has changed every department within the business office. It's made everybody's job so much easier. That's the biggest win for the entire revenue cycle." Easy

The Bottom Line

RemitMax by Quadax benefits the entire revenue cycle organization at Adena Health System with greater accuracy and efficiency, improved patient satisfaction and employee morale. "I can't say enough about RemitMax; I love it and it's definitely changed our department," says Angela Lowery. "It's transformed how we work, and how we think about what cash posting is, taking it to a whole new level. It's changed our mindset from 'gotta key, gotta key, gotta key' to an analytical approach of identifying payment problems and working toward solving them. You're thinking, you're reviewing, you're analyzing, you're contacting other teams and working with them. **It's truly been transformational.**"

At Quadax, neither our software nor our business model is rigid. So whether your revenue cycle needs are narrowly defined or more all-encompassing, we will tailor our people-based services to meet your specific requirements, guided by our best-practice expertise, for your most effective, productive outcomes.



How much improvement will you see with Quadax? Let's talk!

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access to documents and extensive search capabilities have improved the quality of customer service that Patient Financial Services is able to provide to Adena's patients. **"RemitMax is, for the business office, the world at your fingertips."** That access also enables greater responsiveness to payer medical record requests and audit requests, which can be routed electronically with all relevant documents **in days rather than weeks** for swift resolution. "The money we're NOT losing because we're able to address these accounts quickly – that's huge," says Lowery.

Adena continues to make improvements to workflow and process. Angela credits the partnership with Quadax: "We truly work through every aspect together. I love their consultative, cautionary approach, helping me to see the big picture to assess the potential impact of any changes. It's definitely been a team effort, working together to make things work correctly. I'm not alone in continually looking for ways to make our processes work better. The RemitMax team also brings suggestions, ideas, even asking us, when another client made a request, if we think that's something that would benefit us as well. That interaction is so valuable. With other companies, it's so often push and pull to get things done; there's no relationship. **Quadax gives us flexibility. They want to make this work for us – they want us to be successful. That's a different kind of vendor relationship. It's partnership.**"

*"It's made everybody's job so much easier."
–Angela Lowery, Cash Posting Revenue Cycle Manager*

