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# **EL CAMINO HEALTH**

## CASE STUDY

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Automation Solutions Increased  
Cash Collections with Epic EHR  
System Integration and Exceeded  
Expected Revenue by \$149 Million  
Since Implementation

## ABOUT EL CAMINO HEALTH

El Camino Health includes two not-for-profit acute care hospitals in Los Gatos and Mountain View, CA with a growing bed count of 443 as well as 11 urgent care, multi-specialty care, and primary care locations through their affiliated partner Silicon Valley Medical Development (SVMD). Through these sites and more in the future, El Camino Health brings quality, forward-thinking care and seeks creative new ways to meet their communities needs in the Silicon Valley including Mountain View, Los Gatos, Cupertino, San Jose, Santa Clara, Gilroy and Morgan Hill.

"El Camino Health (ECH) did not have a claims scrubber. Clean claims averaged about 29%. ECH was forced to rely upon billers to identify what may or may not be accepted by payers. This proved to be disastrous. Claims were sent to the wrong payers, so claims were being rejected and returned."

## THE PROBLEM

El Camino Health was struggling to produce clean claims with a completely manual claim editing process. They had no automation solution to identify claim errors, prevent rejections and denials, or optimize staff productivity. This resulted in a high rejection and denial rate, high A/R days, and ultimately unpaid claims and lost cash collections. The struggle to produce clean claims was the biggest problem, and ECH needed an automated claim editing solution and revenue cycle partner to strengthen regulatory compliance, improve clean claim percentages, reduce denials, and reduce/re-allocate manual processes. ECH was also converting to Epic's EHR system and needed a claims management partner that had experience and success implementing & integrating with Epic.

## SOLUTION

Cirius Group consultants rigorously evaluated ECH's most critical KPI's and together set goals to improve in several areas. The objectives were to increase clean claims percentage, reduce manual workload, reduce A/R days, and increase cash collections. With these goals in mind, [Cirius Prebill Manager™](#) and [Cirius Remit Manager™](#) were recommended and implemented in 2015 along with [Cirius Direct EDI Claim Submission Service](#). ECH was able to bypass clearinghouses to submit claims directly to payers such as Medicare, Medicaid, Blue Shield, Cigna, and many more.

**GOAL 1** Increase Clean Claims Percentage

**GOAL 2** Reduce Manual Workload

**GOAL 3** Reduce A/R Days

**GOAL 4** Increase Cash Collections

**EHC's biggest goal was to leverage the power of Epic & Cirius integration to automate the production of clean claims and increase cash collections.**

## RESULTS

With *Cirius Prebill Manager™*, comprehensive automated corrective edits were applied to their claim production. Clean claim percentage skyrocketed as the need for manual intervention from billing staff dropped dramatically. Cirius Group's *Community Connect* integration with Epic EHR system also enabled ECH to extend both systems to other affiliated clinics and achieve greater economies of scale. The Epic and Cirius integration contributed to their successful EHR implementation and created a smooth transition without any losses or cash slow downs during the process.



### GOAL 1: Increase Clean Claim Percentage

29% Before Implementation February 2015  
 75% After Implementation Go-Live March 2015  
 97% 8 Months Post Implementation November 2015  
 99%-100% As of 2021



### GOAL 2: Reduce Manual Workload

Re-allocated 42% of staff to higher value work  
 Reduced Medicare billers by 50%  
 Reduced Medicare follow-up by 33%



### GOAL 3: Reduce A/R Days

A/R Days dropped 12% overall:  
 54 Days Before implementation 2015  
 48 Days 1 Year After Implementation 2016  
 47 Days Post Implementation 2018



### GOAL 4: Increase Cash Collections

FY 17 exceeded cash target goal by \$45M  
 FY 18 exceeded cash target goal by \$60M  
 FY 19 exceeded cash target goal by \$44M  
GRAND TOTAL \$149M

## HIGHLIGHTS

- ✓ Re-allocated 42% of billing staff
- ✓ A/R days dropped to historic lows
- ✓ Exceeded cash goals by millions of dollars annually
- ✓ All-time high for physician billing cash collections

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**We did it!! We collected \$44,009,948 over our cash goal for FY 19 including hitting our cash goal for a straight 12 months. Total of \$1,158,307 collected for PB (physician billing) which was our all-time high. Everyone has done an amazing job and FY 20 is even going to be better. Thank you again for everything.**

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## THE VALUE

El Camino Health exceeded its expected earnings from 2016-2019, collecting \$149 million more than they anticipated since Cirius and Epic were implemented in 2015. The health system is planning to re-invest into El Camino's two hospital campuses and expand its network of clinics in Santa Clara County. The 2018-19 fiscal year ended with \$142 million in profits for El Camino Health with a "net income" that was 26% more than was budgeted for the year. With consistently higher-than expected revenue and lower-than-expected costs for the past several years, ECH is now able to re-invest in its hospitals and expand clinical operations like never before.

ECH has also achieved the EPIC Award for smooth implementation, receiving a generous rebate from Epic for their outstanding installation process and has been said to be one of the largest Epic rebates to be given in the history of Epic award rebates.

## "Cirius Prebill Manager edits are perfect!"

- El Camino Health

**TO LEARN MORE ABOUT THE CIRIUS GROUP OR OUR REVENUE CYCLE SOLUTIONS, VISIT OUR WEBSITE OR EMAIL:**

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[ciriusgroup.com](http://ciriusgroup.com)



Providers see millions more in cash collections both immediately and consistently after using our solutions; giving revenue cycle leaders stability, predictability, and peace of mind.



Providers minimize costs through economies of scale. As claim volumes grow or when adding, merging, and acquiring new facilities- little to no additional staff is needed due to our powerful automation.



Cirius Support and Customer Service Team is U.S based and never off-shored or outsourced. Expert consultants and our installment team support our providers throughout our partnership.

