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# **JACKSON HOSPITAL**

## CASE STUDY

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Automation Solution Increases Cash  
Collections, Reduces A/R Days, and  
Reduces Staff Claim Touch Rate

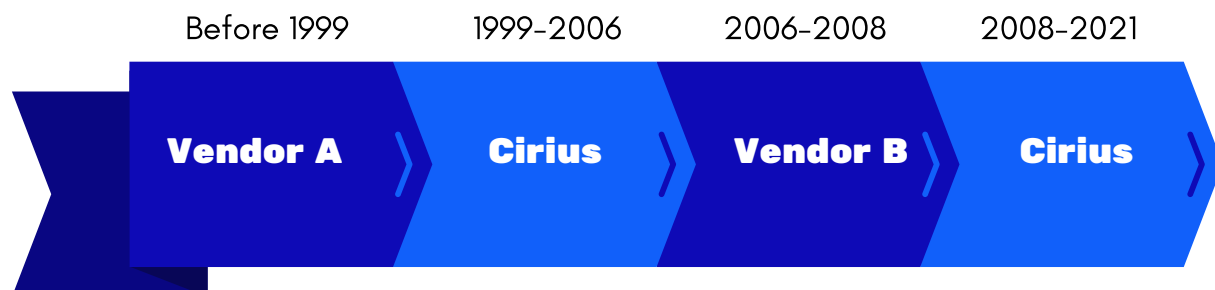
## ABOUT JACKSON HOSPITAL

Jackson Hospital is a community not-for-profit hospital licensed for 344 beds. Serving Montgomery and the Alabama River Region, their comprehensive healthcare services include cardiac, cancer, neurosciences, orthopedics, and women's and children's care, along with 24-hour emergency services. It ranks among the largest hospitals in Alabama and is widely recognized for providing excellence in care. With their leading-edge technology and facilities, they remain true to their mission of providing superior personal healthcare in a safe, compassionate environment.

## THE CHALLENGE

Before 1999 and Cirius Group was chosen as their vendor partner, Jackson Hospital experienced many inefficiencies with the previous vendor (Vendor A). The business office was struggling with high A/R days, manual processes, and slow cash collections. With Vendor A, "Our A/R days were at 95 -100," said PA Application Analyst at Jackson Hospital's Business Office, Brad. Upon selected Cirius initially in 1999, significant improvements were made until 2006 when the business office was notified of a total HIS implementation including a new claim scrubber. "Starting in July 2006, we were transitioned to this product (Vendor B) and immediately saw the A/R jump to near 70 days. Cash slowed and we began realizing the limitations this new product had," said Brad.

## TIMELINE



## OPPORTUNITY

After a year-long battle to improve with Vendor B, Jackson Hospital was still only around 58 days in A/R. Billers were touching 60% of the claims to make corrections that Vendor B's claim scrubber could not automate.

"Our ERAs were never on time, running 2-3 days late. We logged hundreds of cases and phone calls to (Vendor B's) support and received slow and sometimes no response," said Brad.

"In late 2007 we brought a system review team in (from Vendor B) to make sure we were using the product correctly. We were. The limitations were just that, limitations," explains Brad.

**At that point, the decision was made to return to Cirius Group and license the Cirius solutions on a broader scale than before.**

## RETURN TO CIRIUS RESULTS

In February 2008, Jackson Hospital reinstalled Cirius Group's [Prebill Manager™](#) and [Remit Manager™](#) for both hospital and physician billing along with Cirius Direct EDI Claim Submission Service. This implementation was enhanced by additional Cirius add-ons including: Eligibility, Accelerated Secondary Billing, and Secondary and Tertiary Claim Databases. With [Prebill Manager™](#), comprehensive automated corrective edits were applied to their claim production. A/R days were reduced significantly as the need for manual intervention from billing staff dropped dramatically.



### GOAL 1: **Improve Acceptance Rate & Clean Claim Rate**

**Return to Cirius:** Jackson Hospital has achieved and sustained a 99.9% First Pass Acceptance Rate and Clean Claim Rate of over 90% with no human intervention required. (Data from Vendor A and Vendor B not available).



### GOAL 2: **Reduce Manual Workload**

**Vendor A:** Claim touch rate was high.

**Cirius:** Daily touch rate for billing staff fell to 8%-10% per day for primary claims.

**Vendor B:** Touching 60% of the claims to make corrections

**Return to Cirius:** Touch rates 12%-19% per day for primary, secondary, and tertiary claims.



### GOAL 3: **Reduce A/R Days**

**Vendor A:** 95-100 days in A/R

**Cirius:** 32-33 days in A/R

**Vendor B:** 58-70 days in A/R

**Return to Cirius:** 38-41 days in A/R



### GOAL 4: **Lower Denial & Rejection Rates**

**Return to Cirius:** Averaging a 2.5% denial rate and 0.1% rejection rates across all payers for both hospital and physician billing with Cirius. (Data from Vendor A and Vendor B not available).

## ADDITIONAL HIGHLIGHTS

- ✓ Built custom ERA reporting in Remit Manager™
- ✓ Built custom auto-edits in Prebill Manager™

### ADD-ONS UPON RETURNING TO CIRIUS:

- ✓ Eligibility Service
- ✓ Secondary and Tertiary Claim Databases
- ✓ Accelerated Secondary Billing

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**We use Cirius Direct EDI connection for Medicare, BlueCross, Tricare, Medicaid, UHC, and a clearinghouse for the smaller payers. We also retrieve 835 ERAs from all the direct payers.**

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## THE VALUE

Jackson Hospital has now remained with Cirius for the last 13 consecutive years because of the quantitative results they have achieved and the customer experience they receive from our dedicated team. Not only have they increased their cash flow and decreased their A/R Days substantially, they also have incredible feedback from happy staff due to the claim touch rate decreasing by an astounding 50%.

**"I have been in the A/R management arena for almost 30 years and this product works."**

**- Rick Mann, Manager PFS**



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.

**"I can't say enough about the Cirius Group. Best product on the market. Support is tops, they never leave you hanging."**

**-Brad Jackson, PA Application Analyst**



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.

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



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.

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