

### At A Glance

#### • Client

- One of the world's most prestigious orthopedic hospitals
- Over 500 beds serving over 100,000 patients annually
- 16 critically acclaimed radiologists on staff

#### • Challenge

- To automate the data entry and charge capture process
- To significantly decrease the practice's cost of billing
- To capture and bill for all services performed

#### • Solution

*Anodyne Billing Solution*

#### • Results

- Cost of billing was significantly reduced
- Lost reports and lost revenue were eliminated
- Charge lag reduced by eight days
- Marked increase in revenue

"Anodyne Health's Account Management professionals were valuable in helping our practice gain significant efficiencies with our charge entry process. This, in conjunction with department initiatives, enabled us to reduce our charge lag by eight days. We now have a highly streamlined process which allows our physicians to receive payments for their services quicker than ever before."

- Richard Fleury, Director  
Practice Operations

#### Client

Located on the East Side in the Borough of Manhattan in New York City, The Hospital for Special Surgery (HSS) is considered one of the world's most prestigious orthopedic hospitals. With over 500 beds, HSS serves patients from all over the world as well as supporting numerous local professional sports teams and patients in need throughout the New York metropolitan area. With a focus on both acute and long term orthopedic health issues, HSS serves over 100,000 patients annually. The Department of Radiology plays a critical role in supporting the hospital by providing leading-edge professional radiology services to its patients. With 16 critically acclaimed radiologists on staff, HSS Radiologists provides interpretations and results in the MR, CT, Nuclear Medicine, Ultrasound, and Diagnostic modalities. Further, HSS Radiologists has pioneered numerous invasive ultrasound techniques that are unique to the institution.

#### Challenge

One of the reasons HSS Radiologists contracted with Anodyne Health was related to their dissatisfaction with the incumbent billing company's methodology for processing clinical or "charge" information for billing. Specifically, the data entry process was an extremely manual and time intensive process which was coupled with a resource-intensive patient reconciliation process for missing reports. That process required paper requisitions to be entered prior to receipt of the finalized exam. Data entry was then completed after the films were read. Not only did this process require "double entry" of information, approximately fifteen to twenty percent (15%-20%) of the exams were never billed. Rich Fleury, the Director of Practice Operations for the Department was concerned with the substantial billing fees that were required to support these highly manual and outdated processes, and moreover, was concerned about the great deal of lost revenue due to the antiquated reconciliation process. HSS representatives met with Anodyne Health's Account Management

#### Challenge Continued...

professionals to discuss Anodyne's highly technical approach to solving the Department's data flow problems.

#### Solution

It was clear to Anodyne from the beginning that automating the data entry and charge capture process was essential to streamlining the data flow and ensuring that all services performed were billed. Anodyne had a wealth of experience in automating clinical data flows for greater efficiency and effectiveness in many specialties, including radiology. Anodyne's Kim Girard, CPC, worked closely with the hospital IT department to extract the necessary data elements from the hospital systems to produce a file to be utilized as a charge interface. Anodyne also worked with internal programming resources to automate a reconciliation process. And at the same time Anodyne was working with the hospital IT personnel, the Department implemented a PACS system to ease the retrieval of missing exams. Essentially, Anodyne built a charge interface that provided clinical data from the radiology report in an electronic format that could be uploaded into Anodyne's billing platform. In that way, the burdensome process of manual data entry and the financial pain of lost reports were eliminated.

#### Results

Due to Anodyne's focus on technology and data flow improvement, HSS Radiologists was able to significantly reduce their cost of billing. More important, in conjunction with the Department of Radiology and the hospital, Anodyne successfully developed a mechanism that eliminated the problem of "lost" reports and lost revenue. The practice saw a marked increase in their revenue due to the automated reconciliation process which found missing reports and they were able to eliminate hospital personnel who were previously utilized to track down missing data.