

Improving Medicare billing management

Creative Solutions in Healthcare uses ABILITY Network service for greater efficiency

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About ABILITY

ABILITY® Network is a leading healthcare technology company trusted by thousands of payers and providers across the continuum of care. Through the use of the ABILITY Network comprehensive suite of care coordination and workflow services, our customers are able to improve efficiency, reduce costs, increase cash flow and more effectively manage the financial and clinical complexities of healthcare.

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MINNEAPOLIS, Minn. – Mar. 23, 2015 – For many skilled nursing facilities, Medicare is a relatively small piece of their reimbursement income. But Medicare’s importance to an organization far outweighs its smaller percentage.

Unlike Medicaid or commercial insurers, Medicare pays like clockwork. That reliability can be critical to revenue forecasting. Even more important, for all dual-eligible Medicare-Medicaid patients, Medicare must be billed first before Medicaid or a commercial payer can be billed.

Making Medicare billing workflow and management more automated was one reason Liz Gest of Creative Solutions in Healthcare implemented ABILITY | EASE, a Medicare revenue management service from ABILITY Network, a leading healthcare technology company.

Gest is the Electronic Data Manager for Creative Solutions, one of Texas’ oldest and largest care facilities. With 53 skilled nursing and 9 assisted living facilities throughout the state, Creative Solutions’ daily census numbers in the thousands. Improved efficiency in Medicare billing has made a critical difference in their bottom line.

Several of the benefits of using ABILITY | EASE translate directly into significant time-saving and revenue impact, including an easier claims correction process. **“That was huge,”** Gest says. **“Before, in DDE, if you had a problem with a Part B claim, you had to delete the whole line. Now, with ABILITY | EASE, it’s so much easier to correct a specific piece of the claim.”**

Gest points out that Creative Solutions has always had a robust process of double and triple checks that eliminated many potential corrections. But they still added up to a time-consuming chore, working through DDE. **“Previously, I was spending all my time making the corrections for all 53 of our facilities,”** she says. Now any problem claims are immediately flagged on the daily report Gest receives through ABILITY | EASE. She saves 5-6 hours per week in the more efficient correction process and reimbursement is sped up because of the more timely alerts.

As the skilled nursing industry knows so well, having consistent and predictable cash flow makes a huge difference. **“Keeping the claims flowing by using ABILITY | EASE has really helped,”** Gest says. **“Before we started using ABILITY | EASE at its potential, we had anywhere from an 81% to a 93% collection rate each month. Now, we’re consistently at or above 99%.”**