

# When One Is Greater Than Two

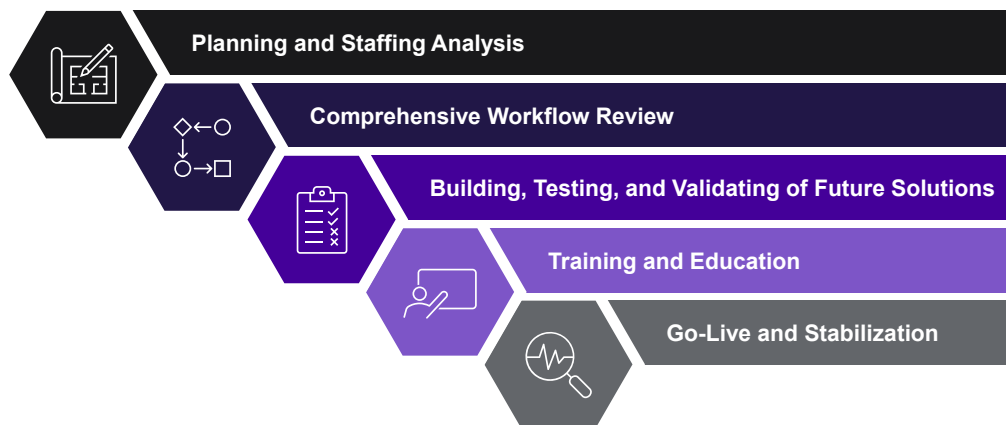
## How Transitioning to a Single Billing Office Accelerated Cash, Improved Efficiency, and Reduced Vendor Reliance

### Challenge

An academic healthcare system wanted to align with best practice and make it easier for patients to understand their bills. They wanted to do it in less time (3 years) than it took their sister organization. This meant bringing together the physician organization and the hospital with separate organizational, operational, and IT structures to implement Epic's Single Billing Office (SBO) module. Prior to Tegria's arrival, each group (HB and PB) had been highly functional and experienced within their own Epic billing office modules since their 2012 implementation. Incorporating Epic's more patient friendly SBO module meant incorporating unified banking relationships, treasury practices, unified patient billing practices, policies, and workflows. Tegria developed a customized playbook and helped successfully transition patient billing from two business offices into an SBO according to the organization's needs.

### Solution

Tegria performed an extensive review of the people, processes, and technology associated with the hospital and professional billing offices. The Tegria team collaborated with the organization's leadership team to develop a "roadmap" for conversion, develop tailored solutions, and validate those solutions. The 11-month engagement was divided into overlapping phases which focused on:



## Key Activities



### Pre-Live Readiness

- Outlined best practice workflows, policies, and staffing structure
- Created decision trackers and vendor analysis documentation
- Coordinated build and testing
- Provided personalized staff training



### Go-Live Support

- Created an end-user Go-live support plan
- Created a communication plan for issues and issue resolution
- Provided leadership support & regular communication updates
- Revised training materials to reflect future state



### Post-Live Stabilization

- Investigated issues identified at Go-live
- Monitored new workflows, workqueues, and throughput to ensure proper functioning
- Created reporting and dashboard workshops to train the team on monitoring success
- Outlined recommendations for long-term success

## Results

- \$13.6M cash acceleration with solutions
- 250% increase in MyChart Guest Pay Collection
- 87 AR codes cross-walked
- 50% decrease in bad debt vendors
- 771 payment plans converted to SBO framework
- 188 SBO workflows decisions made/documentated
- Implemented 1 new SBO bank account
- Created new Patient Guarantor Statements
- Consolidated HB and PB Payment Plans
- Consolidated HB and PB Patient Statements
- Created New Self-Pay Letters
- Created Best-Practice SBO Self-Pay Workflows

## Could Your Billing Office be Optimized?

Improve your gross revenue by assessing your overall revenue cycle performance. Let's talk.

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