

## CASE STUDY

## Healthcare Link<sup>SM</sup> Alleviates Remittance Processing & Payment Woes for Rush University Medical Center



### OVERVIEW

With a history spanning more than 170 years, Rush University Medical Center (RUMC) is a not-for-profit academic medical center located in Chicago.

### CHALLENGES

In mid-2007, RUMC carried out a major upgrade of its Patient Accounting System. Prior to this, the vast majority of payments were processed manually via a costly, time-intensive and tedious batch-and-post method. The effects were felt across the organization, with spotty access to information, complicated reconciliations and persistent technical issues.

### SOLUTION

J.P. Morgan's Healthcare Link for Providers facilitated RUMC's move to electronic claim remittance processing by automating the capture and passage of electronic versions of Explanations of Benefits (EOBs). This resulted in faster, more accurate posting while still supporting its legacy paper processes.

Using J.P. Morgan's Healthcare Link's fully-integrated, browser-based Reconciliation Manager module, RUMC can now automatically search for EOB and 835 matches, and is provided with online workflow tools to manage exceptions and more accurately reflect insurer payments on patient accounts.

Plus, J.P. Morgan lockbox sites are set up to serve the unique needs of clients like RUMC. Called Healthcare Centers of Excellence (HCE), these feature higher 300 dpi image capture of EOBs for greater accuracy.

### RESULTS

- **Cost savings:**
  - About 90% of payments post electronically, including from the top-six payers by volume.
  - FTE's were reduced by 2.5, and the cash posting staff now handles a higher volume of transactions without needing assistance from other business office colleagues.
  - Reconciliation is a smooth and easy process, with consolidation of information into one file per day per payer, so management and staff can focus on other revenue-generating and process improvement opportunities.
- **Accuracy, transparency and security:**
  - Even with millions of transactions, the error rate is less than 1%.
  - More precise intelligent character recognition at the HCEs means fewer errors and improved customer service.
  - All users across RUMC - including Billing, Collections, Customer Service, Refunds, and Corporate Finance - have access to centralized information via an intuitive interface. Plus, all information is searchable.
  - Flexible security settings allow for customizable access and privilege levels.

**"It's reassuring to be able to rely on J.P. Morgan as our 'guardian' to help expedite and manage the 835 enrollment process with our largest and most complex payers."**

JAY TENNANT  
Manager of Revenue Cycle  
Reporting and Analysis

**"Even with our staggering transaction volumes, Healthcare Link produces and facilitates remittances, reconciliation and reporting with remarkable accuracy, transparency and security. It's definitely one of our most reliable systems."**

ROBERTO VILLARREAL  
Manager of Cash Posting and  
Contractual Allowances

#### Healthcare Link for Providers

- **Control Costs:** Up to 80% less expensive than paper.
- **Access Capital:** Speed payments via electronic processing.
- **Realize Efficiencies:** Reduce inquiries, eliminate data entry and automatically reconcile.
- **Comply with HIPAA:** Electronically processed claims qualify.