

 **ABILITY**[®]

7 Hidden Ways
Technology
Can Help Your
Workflow Now

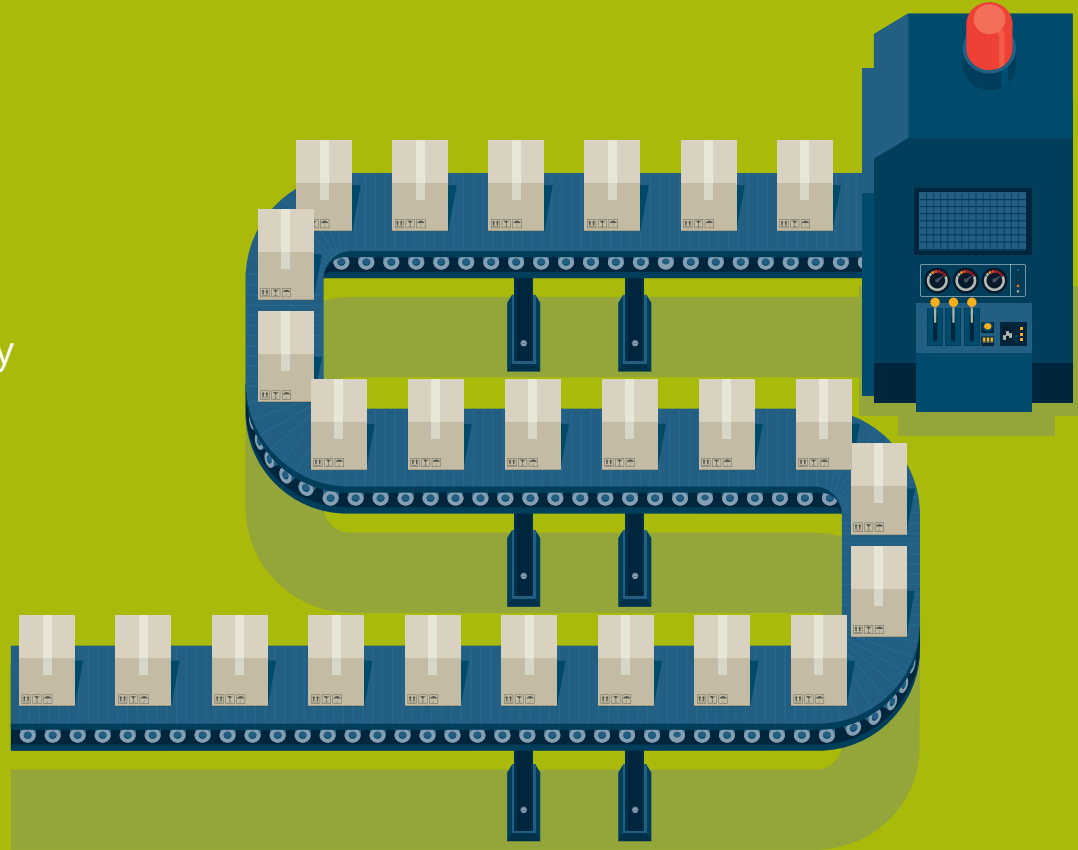


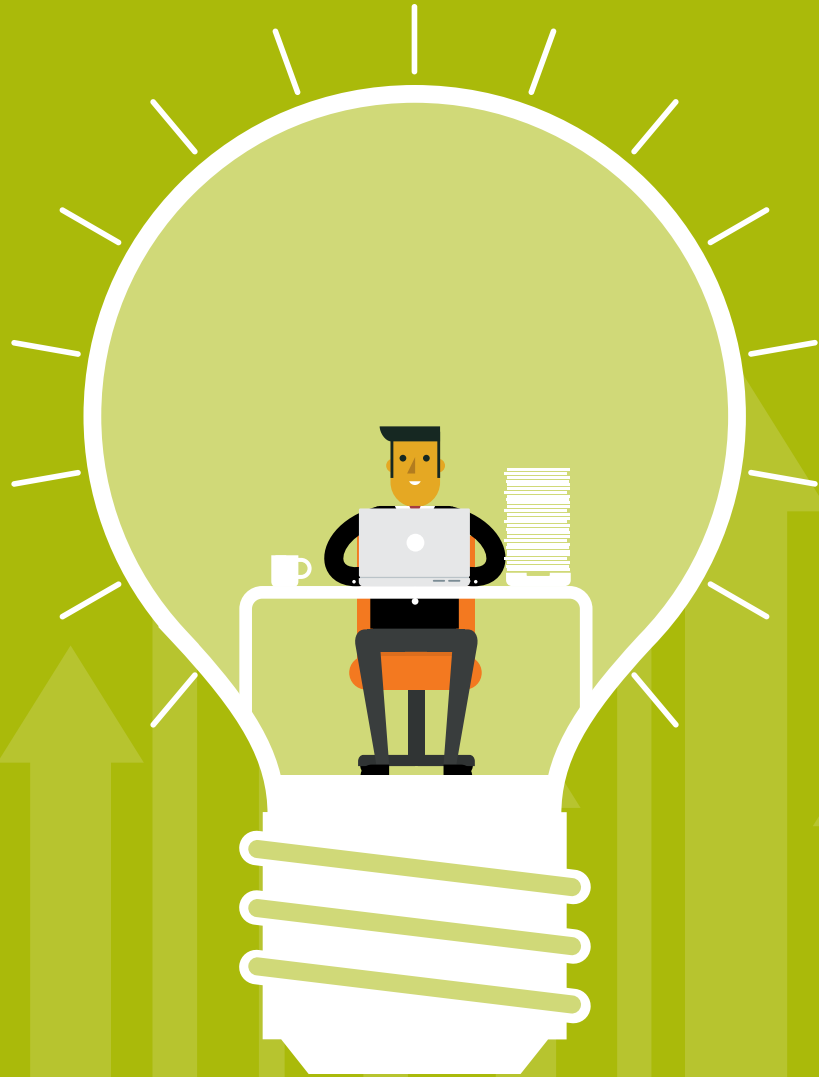
A recent study reports that **99 percent of business leaders** believe the power of automation could benefit their organizations, and more than half think it could reduce manual errors. This is certainly true in healthcare administration, where workflow automation is helping medical practices get paid. High-tech workflow gets more sophisticated all the time and understanding the hidden ways it can work for you will keep your practice humming. Read on to find out about seven hidden advantages technology can deliver to healthcare right now.

ARE YOU USING THESE TOOLS? 

1. SECONDARY CLAIMS

Manual processes for claims can cost as much as **\$11 per transaction** and that applies to secondary claims, too. Automation can tackle the tedious task of checking for secondary payers among your claims and filing them for you. **Automated secondary claims can be a “hidden tool”** delivering added revenue without added work.





2. DATA SLICED AND DICED

You can know more than ever about how efficient you are and where your revenue leaks might be, thanks to advanced software. The sorting, filtering and reporting capabilities in the best revenue cycle applications can produce valuable insights. Carve up your data any way you want – by date, status, payer – to uncover inefficiencies and track your progress in overcoming them.

3. AUTOMATED COMMUNICATION

Nothing like having your front desk, back office and others on the same page! Some software applications work in the background to automate workflow. For example, the best applications allow the person completing the eligibility check to create a system reminder for the front desk to collect the co-pay, specifying the amount. **Integration** also means patient and payer data entered during the eligibility check will populate your claims.





4. BATCHES UPON BATCHES

Repetitive manual tasks take up lots of time and energy. And handling insurance workflow query by query and claim by claim is completely unnecessary once you discover working in batches. The best systems allow you to create batch queries and upload batch claims to multiple payers for multiple patients. If you have the right tools, you'll be able to sign in once and work with any patient or payer you choose. **One sign-in, one session – done!**

5. BAKED-IN RULES

In our fragmented healthcare system there are so many players, so many patients and so many rules. Keeping up with them all on your own is impossible if you work with more than a few payers – most providers work with eight to 12. If you are relying on a billing process that doesn't keep up in real time with payer rules, you are placing your revenue at risk. When choosing an application, be sure to seek one that lets you customize rules specific to your own practice needs. Built-in rules are just another under-the-radar way to be the master of your data and workflow.





6. WORK QUEUES

If a claim falls in the forest, does anyone hear it? How long does it take rejected claims to find their way back to the in-box of the right person in your current process? With the right electronic tools, rejected claims can immediately bounce back to the work queue of the correct staff member with the deficiency or task clearly identified. This “hidden” efficiency means the staff person most familiar with that claim can follow up on it without missing a beat. No more bouncebacks that get lost in the shuffle!

7. TECHNICAL SIMPLICITY

You aren't a techie and you don't want to hire expensive technical help – your goal is to make the best use of resources, right? Leading applications require nothing more technical than an internet connection to start saving you time and money – you don't have to worry about downloads, updates or the back end. Smart applications work smoothly with software you already have in place, like electronic health records and billing software. That's important because it means you have ultimate flexibility if you decide to change either of those in the future.





READY TO SMOOTH OUT YOUR REVENUE CYCLE WITH THESE TECHNOLOGY ADVANTAGES?

You need the right partner with the right applications to deliver workflow efficiencies to you. ABILITY has a suite of applications that provides you with the power of integration as you grow.

[Learn how your practice can better leverage technology!](#)