



CUSTOMER STORY

Improving Medicare Claims Management for Multiple Clients, with One Solution



Background

[Careficient](#), an EMR vendor for hospice, home health, and home care, supports over 50 clients with their medical records and claims management needs. Yet, prior to working with Inovalon, they struggled to keep up with the daily attention that claims require across so many clients and payers.

The Careficient team was using three different Medicare Administrative Contractors (MACs) and supporting multiple National Provider Identifiers (NPIs) to submit Medicare claims in the Fiscal Intermediary Standard System (FISS) Direct Data Entry (DDE) system. Each different system and new client added to the manual work they were doing, not to mention the complexity of meeting their clients' reporting expectations.

With Inovalon's [Claims Management Medicare Pro™](#) and [RCM Intelligence™](#), Careficient went from being stuck in siloed systems and behind on claims tracking, to efficiently supporting each client's RCM needs – all in one place.



Medicare Claims Management, Powered by Data and Automation

Claims Management Medicare Pro helped Careficient reduce denials by 20% across their 50 clients, streamlining their work so much that the billing team was able to eliminate two full-time positions. This partnership transformed Careficient's claims management. In sharing their success, the billing team credits three key benefits of Inovalon's software.

1. Eliminating the need for multiple portals

"Being able to manage all payers was something that we struggled with in the past. We were using multiple clearinghouses. Now, we have one place." – Allendys Gonell, Billing and EDI Manager, Careficient Claims Management Medicare Pro gives Careficient single-sign-on access to all the payers they need to work with.

The team no longer has to remember multiple logins or spend their day bouncing between browser tabs – or in the DDE system. They can work all their clients' claims in one place, with greater speed and accuracy.

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- Allendys Gonell, Billing and EDI Manager, Careficient

2. Enhanced claims accuracy

Inovalon software delivers more than clarity; it gives Careficient confidence that their claims are ready for payment. The solution is built with payer rules in mind and constantly updated as payer rules change. These rules inform claims scrubbers, which check claims prior to submission to catch errors such as missing data, incorrect demographics, and coding mistakes. This process happens automatically as claims are created, helping Careficient and their clients work claims faster and with greater accuracy.

3. Detailed reporting, ready for the team every day

Prior to using Inovalon software, Careficient was manually tracking claims. Their team spent hours understanding claims status and managing denials, as well as on custom client reports ranging from changes in patient coverage to a summary of common denial reason codes. Regardless of the focus, each new report meant hours sorting through data and organizing it for their internal team or respective client.

These hours are now a matter of minutes, and often, the reporting is already done for the Careficient team, like in the automated daily email Gonell receives on expected revenue.



The software can also notify the team when patient eligibility has changed, which is important for Medicare timely filing. Notice of admission and notice of election for home health must accurately reflect the claim details and submission timing. With built-in reporting, the Careficient team can stay on top of coverage changes and any necessary action needed on their claims.



In some states it could change within a week. In some states it could change every month. It's going to vary. All of that affects the claims. So having that reporting is very important to me, because by the time you bill a claim and someone follows up on it, it's already past timely filing. Versus, if I get a report that tells me those coverage changes, I can catch it immediately."

- Allendys Gonell, Billing and EDI Manager, Careficient

Unmatched RCM Analytics

With the added power of RCM Intelligence, Careficient's newfound reporting capabilities are a significant upgrade from the manual work they were doing prior, and the analytics have benefited their internal team as well as their clients.

RCM Intelligence has armed Careficient with the claims management details they need to consult clients as best as possible. This solution helps the team understand how many dollars are expected from a particular payer, what their organization's most common claims errors are, and more. They can deliver more timely, accurate revenue projections – as often as daily, if clients prefer.

Internally, the team can leverage their data across clients to understand where they may need to educate billers on a particular error or how certain departments can better align on a particular claims management challenge. The analytics help guide their reeducation and support them working together for their clients. "And that's how I can identify it, with those analytics," says Gonell.



I recommended Inovalon to my leadership, and I said, 'This is the company I want. I can tell you guys that this is who we're going to stay with and we're going to be happy.'

- Allendys Gonell, Billing and EDI Manager, Careficient

Achieving Claims Management Success Together

Our integrated capabilities with Careficient's EMR software empower the organization to better serve their clients, improve their workflows, and continuously improve their claims management success.

But, the one thing there's no substitute for is our relationship with them every step of the way.

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Everybody at Inovalon cares. I feel like we're not just a number – it's like your success is our success. It's been like that from day one. There is no substitute for that.”

- Allendys Gonell, Billing and EDI Manager, Careficient



Get Better Claims Management and Enhanced RCM Reporting

Save time in managing claims, while increasing accuracy and visibility to your revenue cycle's unique trends. Discover what the power of claims management software and real-time RCM reporting can do for your organization.

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