

LEGATO and Cerner Combine To Ensure Accurate Patient Accounting for Billing and Collections

Case Study



The Challenge

To Improve Communication Between Hospital and Patients

The Solution

LEGATO's Electronic System Streamlined HLM's Billing and Collections Process

Products Used

- APPLICATIONxtender
- WEBxtender
- ERMxtender
- DISKxtender

H. Lee Moffitt Cancer Center and Research Institute

The H. Lee Moffitt (HLM) Cancer Center and Research Institute is Florida's only cancer center designated by the National Cancer Institute. The not-for-profit cancer center includes private patient rooms, the Southeast's largest Blood and Marrow Transplant Program, outpatient treatment programs that record more than 110,000 visits a year, the Moffitt Research Center and the Lifetime Cancer Screening Center. It is licensed for 162 beds and serves more than 4,500 inpatients annually.

The Challenge

To Improve Communication Between Hospital and Patient

The HLM Cancer Center and Research Institute needed to find a more cost-effective way to file and capture patient registration and patient accounting documents and reports. Recording patient records and appropriately filing and accessing that data when needed was a paper-driven and labor-intensive chore. All cash correction, adjustment, and refund requests had to be submitted via hardcopy to the HLM managers for review. Further, dealing with multiple hard copies of documents increased the potential for miscommunication between employees and patients. As a result, hospital-patient communication regarding resolution of billing and collections took longer than expected.

The Solution

Creating an Electronic System

LEGATO Systems, in conjunction with Cerner Corporation, a leading supplier and clinical and management information systems to the health-care market, successfully implemented LEGATO's XtenderSolutions® for the HLM Cancer Center and Research Institute to create an electronic billing and collections system. Cerner helped HLM by implementing an imaging system using LEGATO's ApplicationXtender®, COLDXtender®, WorkflowXtender®, ScanXtender® and DiskXtender®.

As a result, the electronic system streamlined HLM's billing and collections process, and enhanced communication between the hospital and its patients by scanning and automatically routing all correspondence to the HLM group responsible for action and follow-up. By changing to an electronic system, the hospital improved the quality of communications and increased the response time to billing and collections.

All payments, documents, and EOB's (Explanation of Benefits) are scanned and captured-using ScanXtender-and indexed by patient account number. All paperwork associated with the patient account is indexed, organized, retrieved, and stored with the LEGATO system.

WorkflowXtender is used to automatically route only the patient accounts that have a balance remaining to the appropriate collector or refund persons. Cerner and LEGATO eliminated the need for paper billing forms by creating an electronic form. The electronic form is automatically populated through ApplicationXtender's indexing function, which triggers workflow to route the form through the approval process. All information managed by the system can be accessed immediately from HLM's storage hardware by using LEGATO's DiskXtender storage management solution.

COST SAVINGS IN PAPER

One of the biggest cost savings is in the reduction of paper now used in the billing and collections department. There is no longer a need to create multi-copy forms and internal copying of documents since every billing and collections employee has online access to the information.

WorkflowXtender and ApplicationXtender ensure patients of accurate communication of all correspondence, and reduces "guesswork" by employees, resulting from a missing or misfiled document.

HLM's Billing and Collections Department has seen the instances of accessing and retrieving documents skyrocket as a result of the implementation. Since all of the processes have been automated, HLM saves time on each bill and can move onto the next without worrying if all of the necessary steps were taken to ensure that accurate information was sent to the patient.

Increase in Employee Productivity and Efficiency

The system has led to an increase in employee productivity and efficiency. Since all documents are now electronic and are held in a patient account folder, it is no longer possible to lose paperwork and prolong the billing and collection process. As a result, there has been a significant reduction in the amount of time a bill is held in accounts receivable, improving cash flow.



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