



Hospice Family Care

Streamlining Medicare Claims with IVANS LIME™

Challenge

Hospice Family Care (HFC) was increasingly challenged to process Medicare claims in a timely fashion due to increased claims volume. All billing comes through the corporate office in Mesa, AZ. The billing department headed up by Medicare billing manager, Penny Carlton, performs menu billing (manual adjustment) which can include revising and/or correcting fields, and re-billing claims that came back denied by Medicare.

The department also conducts eligibility checking, billing scheduling and reimbursement status. In addition to the Mesa headquarters, there are three other offices – Prescott, Sun City and Tuscon – and seven in-patient offices throughout Arizona. As the volume of claims that were being submitted continued to increase, dial-up was no longer an efficient method for Medicare access.

Solution

Enrique Ramirez, HFC's regional information systems director, worked with IVANS in securing a high-speed Internet solution called IVANS LIME. At the time, HFC used up to six people for claims processing (three full-time and three back-up), so IVANS LIME was set up as a multi-user account.

Ramirez noticed the speed and ease of access immediately. He said, "We instantly saw huge savings in time. Using IVANS LIME is faster, and the response time is much quicker. In addition, we are now able to log on to the National Government Services interface immediately instead of having to log onto multiple screens first. This has improved our workflow tremendously."



Customer Need:

With their claims submission volume increasing, HFC needed a secure, high-speed Internet connection that was not only affordable, but provided ease of access and a guaranteed connection to the right payer every time.

IVANS Solution:

IVANS LIME is a cost-effective, secure Internet solution for Medicare access. It helps healthcare providers who want to:

- Process claims more easily and get paid more quickly
- Eliminate costly, time-consuming manual searches
- Reduce risk by lowering denial rates and resolving backlogged claims

Key Benefits:

- Easier claims management – Medicare claims are processed ten times faster, and Hospice Family Care is now connected to the entire claims workflow.
- Improved bottom line – hundreds of hours saved each month, freeing up the company's resources by 50%.
- Reduced risk – by leveraging Medicare eligibility verification via high-speed Internet connection, HFC ensures patient services are approved at the time of visit.



Results

With IVANS LIME, the back up staff is able to re-focus their attention on their primary responsibilities since the company now only needs three staff members to perform Medicare claims processing.

Eligibility checking is more accurate, and HFC's denial risk has been significantly lowered. Ramirez added, "The employee time is our biggest benefit as we now have less people doing more. Before it would take a full day to process Medicare claims and now it's just a few hours of work."

"With IVANS LIME we get right in immediately... no matter when or where. We find it a lot more reliable, more stable, no guessing. Since we've switched to IVANS LIME, the stress level of producing Medicare claims and performing eligibility checks is no longer there."

– **Penny Carlton**
Medicare Billing Manager
Hospice Family Care

About Hospice Family Care:

Hospice Family Care (HFC) is comprised of a team of 500 professionals and volunteers who serve patients and their families in four Arizona communities. For the past 16 years, HFC has been treating the needs of the terminally ill.

Headquartered in Mesa, AZ, co-founders, Nancy Smith and Nancy Turner founded the organization on the belief that all individuals deserve the right to receive intensive care and support in the final phase of life.



The experience makes your job easier.™

ivans.com 800-548-2690