

Central Vermont Medical Center Increased Outpatient Revenue by 20%

The Measurable Impact of Mediware

Since the implementation of MediLinks Outpatient in late March of 2009, Central Vermont Medical Center has:

- Increased gross revenue by 20%
- Increased accuracy of charge capture
- Decreased reporting time from one to two days to just one hour
- Increased compliance and audit security

“Within the first year, MediLinks clearly exceeded all of our expectations and revenue projections.”

Nancy Lothian
Chief Operating Officer

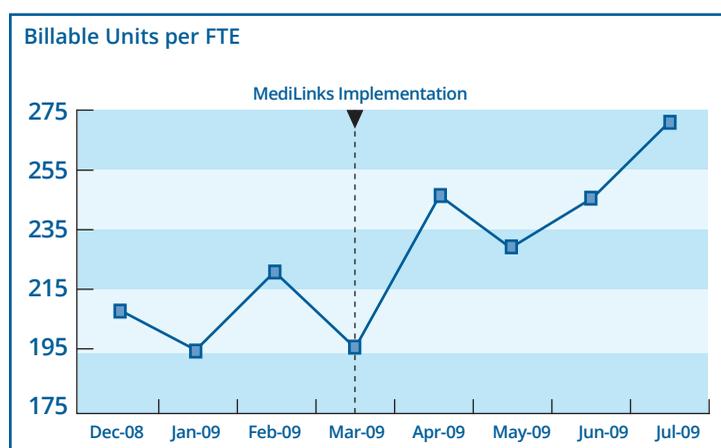
Billing by hand

Before CVMC overcame its billing challenges, the process was both tedious and ineffective. Robert Patterson, CVMC's director of rehabilitation services, says, "Overall, there were lots of areas for errors to occur that resulted in lost revenue."

Therapists recorded charge codes by hand on their daily schedules and delivered them to the front office to be typed into the billing system. This cumbersome process left room for human error, which occasionally resulted in overbilling or failure to charge for the full scope of services provided. When insurance companies rejected incorrect charges, the billing department had to hunt down the paper charts, retrieve documentation to justify the charges, and then resubmit the claims. If the staff was unable to find adequate documentation, the charges had to be reversed.

Mismanaged treatment authorizations

Another cause of lost revenue was patient authorizations. "Prior to MediLinks, tracking authorizations involved a lot of guesswork and depended on the therapist's ability to manage the process," Patterson says. Because therapists were overburdened with tracking their patients' visits and the number of authorizations remaining, in addition to providing therapy, they occasionally billed for unauthorized treatment, which inevitably led to denied claims.



Central Vermont Medical Center (CVMC) is the primary healthcare provider for the 66,000 people who live and work in central Vermont. CVMC's outpatient rehabilitation services include an office near the main campus and three satellite clinics in the surrounding communities. Like any provider of outpatient rehabilitation, CVMC knows the costly challenges of accurate billing and documentation for the care its therapists provide. With the help of MediLinks, CVMC has gained the confidence of dependable documentation and the profitability of accurate charge capture.

The Mediware solution

In 2009, CVMC found relief from these documentation and billing frustrations when it began using the MediLinks Outpatient rehab solution. Since implementing MediLinks, CVMC has cut billing time to a fraction of what it once was and increased billable units from an average of 198 per FTE to 240. As a result, CVMC increased its gross revenue more than 20%.

According to Nancy Lothian, the hospital's chief operating officer, "MediLinks removes the ambiguity. When therapists document treatments rendered, bills go out accurately," she says. The system warns therapists about billing errors at the point of entry, so they can make corrections before submitting charges to billing.

Therefore, says Patterson, "The quality of documentation dramatically improved because MediLinks requires therapists to fill in the necessary fields." With accurate charge capture and mandatory documentation, the entire support staff saves hours that were once spent entering charges. "MediLinks turned our one- to two-day reporting process into an hour-long task," Patterson adds.

MediLinks also relieves therapists of the costly, time-consuming burden of managing patient authorizations. To prevent unauthorized treatment, Patterson says, therapists can "Set up alerts to notify [them] when they need authorizations for additional visits."

Now that CVMC is guarding against denied claims, it is increasing revenue beyond expectations. "Our original investment analysis had spread out the ROI for MediLinks over six years. But within the first year, it had paid for itself," says Lothian.

CVMC doesn't only measure the benefits of MediLinks in dollars but in the peace of mind the staff enjoys when facing an audit. Lothian says, "I am so much more confident that if we were hit with an audit, we would be on rock-solid footing. This last visit from The Joint Commission was the best session I have experienced since working at Central Vermont. When the surveyor interviewed our therapists regarding our practices, we had documentation to answer every question she had. The MediLinks solution made us shine."

Get started today!

Contact your Mediware representative to learn more or schedule a demonstration.

1.888.Mediware