



Electronic Remittance Posting -- saving keystrokes and resources

Custom Software Systems has released an electronic remittance module to complement its patient accounting module. Designed to eliminate the manual entry of payments from Medicare, this module complies with the U.S. government's move to paperless transactions and helps CSS clients improve their efficiency.

Jane Moore, controller for Quitman County Hospital in Marks, Mississippi, participated as a Beta site for the module. "The process is so easy," she said, "it only takes about six keyboard commands to complete the entire process."

Before implementation of this new module, Quitman received the remittance advice electronically and then printed the report using software that Medicare provided. Operators had to key-in the amounts and post them to each patient account. "For a facility that is 60% Medicare and sees 50 patients a day, once a week they're going to have a Medicare Remittance Advice with more than 200 patient entries," said Ken Conley, CSS customer support manager. "With an average of 18 line item returns required to post each patient entry, that's almost 4,000 line item returns reduced to six keyboard commands," Conley said.

In the time since Quitman County implemented the electronic remittance module, labor savings have been estimated at six to 10 hours per month just from a posting standpoint. "With a long payment register, it will save more than that and there is no question the accuracy of our postings has improved. We're a small hospital (36 beds) so there's no telling what it would save a large hospital," Moore said. Other features allow the facility to generate a posting report that can be used to manage secondary insurance claims, verify that Medicare payments match projected amounts and more.



Electronic Statements --> Clients saving time and money

Say good-bye to paper cuts and last-minute jaunts to the post office. Say hello to increased productivity out of your existing staff. With CSS you get an interface to an electronic statement service that will take your computer transmission, print and insert your statements into mailing envelopes (along with return envelopes for payments back to you) and mail them within 24 hours from the time the data is received.

How does .54 cents per statement sound, when average costs for staff time and supplies can put statement costs at greater than 80 cents each?

Angie Cox, an accounts receivable clerk with Tippah County Hospital in Ripley, Mississippi, knows CSS is saving them time and money. It's even improving collections. "Payments come back faster," Cox said. She thinks getting a more professional-looking statement encouraged patients to remit their balances.

Tippah County has been using the CSS interface for electronic statements for two and a half years. Before then, the "statements were generic and the print quality got to where you couldn't read the statements," Cox said. "Now with electronic statements, we receive no complaints about not being able to read them". Cox said the office staff formerly printed invoices, stuffed, stamped and sorted the envelopes by hand. It was an all-day job once a month, she said. Now, it takes a maximum of 15 minutes to prepare and transmit the file, Cox said. The office receives a fax back indicating how many statements were received for processing and Cox compares that to her records as a means of quality control.

CSS electronic statement interface generates operating efficiency for a healthcare provider:

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| <ul style="list-style-type: none"> ✓ less wear and tear on printers ✓ lower printer supply costs ✓ less service and attention to printers ✓ no reprinting or rerunning statement files ✓ no waste of statements or mailers ✓ no labor to burst, collate, fold and insert statements ✓ no labor to seal and stamp envelopes ✓ gets billing out on time ✓ The statements are printed on high quality laser printers with the facilities logo and colors. | <ul style="list-style-type: none"> ✓ Increased legibility benefits older or sight-impaired patients and the information is organized for clarity and better understanding. ✓ Credit card payment options can be highlighted and there are optional features for special alerts and other messages. ✓ Providing envelopes and return coupons encourages prompt return payments and leads to office staff members spending less time identifying and posting payments. |
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Other services include:

- ✓ Custom designed inserts printed, inserted and mailed with statements
- ✓ fast-forward address correction
- ✓ special mailings
- ✓ pre-collect letters and more....