



Case Study | Healthcare | Norton Healthcare

Leading health system speeds revenue cycle processes and adds visibility

Customer

Norton Healthcare

Industry

Healthcare

Size

\$120M in monthly revenue
19 hospitals and clinics

Location

Louisville, KY

OnBase Integrations

Billing Systems

Departments Using OnBase

Patient Financial Services

The Challenge

After Norton Healthcare acquired five new facilities – all of which were placed under the same tax ID – it faced the challenge of managing four additional billing systems.

Manual, paper-based processes created a lack of visibility. It took 37 staff members 4.5 days to complete one week of remittance transactions. At one point, Norton Healthcare had more than \$14 million in unposted or unidentified cash.

That all changed with OnBase.

The Solution

Norton Healthcare consolidated the transactions for all five of its billing systems into a single, central location. When the remittance transactions come in, Norton Healthcare immediately scans them into the OnBase revenue cycle management (RCM) solution.

“With OnBase, the stacks and stacks of paper disappeared from staff’s desks, speeding up the process and saving us printing costs,” explained Peggy Taylor, manager of PFS Cash/Refunds at Norton Healthcare.

Now, staff no longer manually input information into five separate billing systems. Once the remittance is in OnBase RCM, it is automatically scrubbed. Staff receive immediate alerts for any missing or incorrect information, which allows them to make changes and keep the process moving, preventing unnecessary exceptions. OnBase RCM then automatically separates the transactions and posts them into the correct billing system.

“With OnBase, we moved from \$14 million in unposted or unidentified cash to posting payments in under 48 hours of receipt.”

– Peggy Taylor, manager of PFS Cash/Refunds, Norton Healthcare

OnBase RCM creates transparency into Norton Healthcare’s revenue cycle. The health system continually improves its processes and has reallocated staff to higher-value roles, such as quality assurance and credit balance follow-up, to reduce the error rate and improve income. The department only requires eight staff members to complete the indexing, balancing and posting of the remittance – and they complete it in half the time.

Now, with less than one-fourth of the staff, Norton Healthcare has reduced its unposted or unidentified cash by 70 percent and increased the amount posted every month by \$80 million.

The Difference

Increases monthly payments posted by \$80 million: Even with less time and staff dedicated to processing remittance transactions, the automation created by OnBase RCM allows Norton Healthcare to continually increase payments posted by \$80 million a month.

Integrates five billing systems into one solution: With OnBase, Norton Healthcare funnels all of its billing systems into a single solution, simplifying the revenue cycle and providing a more complete financial picture.

Reduces unposted or unidentified cash by 70 percent: After reducing unposted or unidentified cash to \$3.6 million, Norton Healthcare is well under the 2 percent national “best-practice” norm for monthly postings.

Decreases necessary staffing by 80 percent: “By automating the majority of the process, we were able to transition staff to roles, such as credit collection, that directly affect our bottom line,” said Taylor.

Completes remittance posting in less than half the time: OnBase automates key processes, reducing the time Norton Healthcare needs to complete weekly remittance transactions from more than 160 man-hours to fewer than 65.

Learn more at OnBase.com/Healthcare »

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