

Case Study | Product Engineering

Solution to Streamline Medicare reimbursement for HealthCare Facilities

Company Overview

In the U.S., Medicare offers healthcare support for senior citizens over 65 and individuals with disabilities. Eligible individuals can access skilled nursing facilities (SNFs) for up to 100 days each year. The billing and reimbursement processes for these facilities require thorough documentation through the Minimum Data Set (MDS) portal.

Challenges

- The existing MDS portal lacks essential functionalities, such as editing or deleting entries, leading to cumbersome documentation processes. These limitations often result in errors or incomplete documentation, which in turn causes inaccurate reimbursements and financial losses for facilities.
- Facilities are heavily reliant on third-party consultants to ensure proper documentation and maximize reimbursement, leading to higher operational costs.
- The lack of flexibility in the current MDS system can lead to inconsistent reimbursement amounts, impacting the financial stability of facilities.
- **Cumbersome Documentation**
The existing MDS portal requires extensive, rigid documentation, making it difficult for nurses and staff to complete accurately.
- **Consultant Dependence**
Facilities rely on external consultants to validate documentation to ensure accurate reimbursement.
- **Financial Impact**
Errors in documentation or delays can reduce reimbursement amounts, impacting the financial stability of facilities.

Solution - Medicare Portal

Medicare Portal offers a portal specifically designed to streamline and improve the MDS documentation process, reducing the need for third-party consultants and increasing reimbursement accuracy.

Key Features:

Mock Documentation Tool: Empowers nursing staff to complete self-assessments and submit documentation independently, with minimal consultant involvement.

Logic Checks and Alerts: Automatically validate documentation entries, highlighting potential errors and discrepancies that could impact reimbursements.

Financial Forecasting: Provides insight into expected reimbursements based on submitted documentation, helping facilities anticipate financial outcomes more accurately.

Unique Selling Proposition (USP):

- Real-time validations and alerts that prevent errors.
- Efficient documentation process with supporting codes and guidelines for nurses.
- Reduced reliance on external consultants saves costs.
- Accurate financial insights help facilities plan their operations with greater financial predictability.

Implementation

Portal Setup: The Medicare Portal team collaborated with facilities to customize the portal according to their specific needs.

Staff Training: Nurses and administrative staff were trained to utilize the mock documentation and assessment features.

Results

Reduced Consultant Costs: With the self-assessment capabilities of Medicare Portal, facilities reduced the need for third-party consultant services.

Enhanced Documentation Accuracy: The logic checks and alerts minimized errors, improving the accuracy and completeness of submitted documentation.

Faster Reimbursements: Improved documentation efficiency led to quicker processing and reimbursement for facilities.

Improved Patient Management: Facilities could better track patient admissions and discharge processes, preventing unnecessary readmissions.

Conclusion

Medicare Portal successfully transformed the documentation and reimbursement processes for healthcare facilities, reducing costs and improving operational efficiency. The portal's real-time validation and financial forecasting capabilities enabled facilities to achieve higher reimbursement rates and reduce the administrative burden on staff.

Next Steps: Medicare Portal aims to integrate intelligent data insights to further enhance decision-making and streamline documentation.



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