



Claims to Cash, Quicker.™



Bristow Medical Center is a thirty-bed acute care hospital serving Bristow, Oklahoma and the surrounding communities. In addition to providing inpatient acute care, Bristow Medical Center currently has a 24-hour Emergency Department, a full-service Imaging Department and two clinics on the hospital campus. Bristow Medical Center is managed by Endeavor Healthcare, a provider of management and billing services to small community hospitals. Bristow Medical Center is one of the most important entities in the community. Built on a foundation of core values, the hospital is committed to high quality standards and integrity, which underlie the delivery of clinical and financial excellence. The quest for excellence requires collaborative teamwork and GHN-Online became a trusted team player.

Partnering with GHN-Online

Bristow Medical Center is committed to building successful relationships with patients, their families, and the surrounding community. While the hospital tirelessly ensured a high standard of care, the hospital faced challenges internally. In a three-month period, the hospital changed billing systems, management companies, and ownership multiple times, a revolving door that wreaked havoc on cash flow. “Thankfully, during this challenging transitional period that greatly impacted revenue, we had a true partner on our side — GHN-Online,” says Debbie Jefferson, VP of Revenue Cycle at Endeavor Healthcare. “We saw that GHN would not be complacent in this matter; all hands were on deck to identify issues and resolve them quickly and efficiently. In addition, clean claims processed on the first pass and we did not have to drain hospital resources for multiple touches in order to push clean claims to the payer. We leveraged GHN’s rules flexibility to accommodate our need to send claims to various payers with our old or new information as the payers timelines to recognize the ownership changes became finalized. We were able to utilize this rules knowledge to bridge the gap with all payers for a positive transmission time.”

Bristow Medical Center has been a client of GHN-Online since February 2010 and it was Jefferson’s great past experience with GHN and connections to GHN employees that propelled her to recommend the clearinghouse to Bristow. “It was GHN’s genuine and caring attitude and partnership approach that I admired and needed on my side to work through the many hiccups we dealt with to move cash flow forward,” Jefferson says.

During the implementation process, there was a window of time in the transition from the prior management company to Endeavor where everything fell through the cracks. “GHN was very patient and guided us back on track, and soon, we saw success again,” says Jefferson.

The Solution

The Bristow Medical Center team finds Visum™, GHN’s flagship enterprise-class revenue cycle management and end-to-end processing solution, to be a very user-friendly and great tool from a billing and collection point of view.

AT A GLANCE:

Partnering with GHN-Online

“Thankfully, during this challenging transitional period that greatly impacted revenue, we had a true partner on our side — GHN-Online,” says Debbie Jefferson, VP of Revenue Cycle at Endeavor Healthcare. “We saw that GHN would not be complacent in this matter; all hands were on deck to identify issues and resolve them quickly and efficiently.”

The Solution

“Visum changed the world for cash posting and collections,” Jefferson said. “Denial management visibility is at our fingertips, and at any time, we can download a report or access EOBs through the ease of search functions allowing us to stay on top of denials for prompt claim adjudication.”

The Results

Bristow Medical has seen heightened productivity results, reduced days in AR, and streamlined business processes.

“Visum changed the world for cash posting and collections,” Jefferson says. “Denial management visibility is at our fingertips, and at any time, we can download a report or access EOBs through the ease of search functions allowing us to stay on top of denials for prompt claim adjudication.” The Bristow team also has seen a decrease in time-to-payment.

Visum has the ability to support not so commonplace issues that are critical to Bristow’s cash flow. “We are able to bill hospital inpatient, outpatient, imaging and professional service fees for our facilities and associated doctors,” she says.

The Endeavor Healthcare team, which provides revenue cycle services for Bristow Medical, is a virtual office with several remote employees. “The information we need is always accessible at any time of the day,” Jefferson says. “We can upload a claim file at 3 a.m., and claims are processed immediately. The intuitive Visum system is constantly churning and processing our claims, turning them to cash. As a small facility, not only does every dollar count, but every hour as well.”

The Results

Bristow Medical has seen heightened productivity results, reduced days in AR, and streamlined business processes. Visum’s reliable and continuous cycle of claims processing and visibility helped Bristow Medical yield record setting cash collections in the months of September and October 2010. Collaborative interactions with the GHN team quickly validated that GHN is a trusted and caring partner in speeding up and streamlining the reimbursement process. Residual issues are dealt with promptly, and training and follow-through are proactive and responsive. The GHN team effectively delivered the attention to detail that Bristow Medical Center needs to deliver quality healthcare billing and clinical excellence.

About GHN-Online

GHN-Online is an industry-leading, revenue cycle management solution provider that serves enterprise-class clientele in the healthcare industry. Through our proprietary Visum™ platform, we are able to offer our clients the fastest turnkey claims-to-cash process in the industry, not to mention, give them more control and insight into their claims accuracy and status. At GHN, our clients are our partners, and their success is our success. GHN’s intuitive and format-agnostic capabilities enable instantaneous, complete and accurate electronic claims transactions for thousands of healthcare payers and providers throughout North America. Founded in 1999, GHN-Online is headquartered in Dallas, Texas. For further information contact sales@ghnonline.com or call 214.696.5717. URL: www.ghnonline.com.

Visum’s reliable and continuous cycle of claims processing and visibility helped Bristow Medical yield record setting cash collections in the months of September and October 2010.

Debbie Jefferson
VP of Revenue Cycle
Management
Endeavor Healthcare



Claims to Cash, Quicker.™

GHN-Online, Inc.
12655 North Central Expressway,
Suite 550
Dallas, TX 75243

© 2007 GHN-Online, Inc. Printed U.S.A.