



SAN DIEGO ENDOSCOPY CENTER

an affiliate of **SCA**

San Diego Endoscopy Center, based in San Diego, California, was the first free-standing endoscopy center built in Southern California in 1992. As an affiliate of Surgical Care Affiliates (SCA), the center is committed to outstanding patient care and clinical outcomes. Built on a foundation of core values, such as quality, service excellence, and teamwork, the Endoscopy Center is committed to high quality standards and a strong adherence to integrity, which underlie the delivery of excellence in health-related services as well as fiscal and administrative management. The quest for excellence requires collaborative teamwork and GHN has become a trusted team player.

Partnering with GHN-Online

As a single, specialty ambulatory surgery center, the San Diego Endoscopy Center team is committed to building successful relationships with patients, their families, and the surrounding communities. Being a GHN-Online client for over 10 years has given San Diego Endoscopy Center the solution they need to provide accurate healthcare billing and run their business to the highest standard possible.

Visum™, GHN's flagship enterprise-class revenue cycle management and end-to-end transaction processing solution, was deployed for our facility in 2008. "GHN has created an intuitive, comprehensive solution that improves efficiency, provides dependable results, and creates a more stress-free work experience throughout every stage of the claims-to-cash process," says Sonia Daniel, office manager at San Diego Endoscopy Center. "Once I began using Visum, I quickly noticed the speed in which we were getting paid and how quickly our claims moved through the system."

The Solution

The Endoscopy Center has a very aggressive revenue cycle management strategy. "By using Visum™ in its entirety, the time-to-payment on most of our claims is seven to 10 days, if that," says Daniel. "Plus, I have an added bonus — my Service Executive at GHN is a God-send. She is extremely responsive and caring, and systematically can prevent or resolve any claim issues before I even know about them and before issues affect the total claim adjudication process. I know I never have to worry about the claims or if and when they will be paid. I am in good hands."

Claim adjudication turnaround is streamlined and quick with Visum. "The solution allows the user to act more quickly and stay on top of denials for prompt claim adjudication," says Daniel. "GHN provides an intuitive and effective tool to submit claims, individually or in batch format, and with Visum's expanded visibility detail, errors can be traced, promptly fixed and sent to the payers for timely payment. I have, at my fingertips, every piece of information that I need to manage the claim life cycle, quickly turning claims to cash."

"GHN's industry experience, insider knowledge, and caring Service Executives have guided us toward cash flow efficiencies and more streamlined processes," says Daniel. "We know exactly where our claims are through the entire revenue cycle, which has helped us realize unparalleled value."

AT A GLANCE:

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The Results

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The Results

San Diego Endoscopy Center has realized heightened productivity results, reduced days in AR, and optimized business processes. Collaborative interactions with the GHN team quickly validated that GHN is a trusted, 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 San Diego Endoscopy 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.

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Sonia Daniel
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Claims to Cash, Quicker.™

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