



case study

# Large health system streamlines revenue cycle operations with MedeAnalytics Business Office

*Southeast organization sustains analytics success amid merger and transition to Epic*

## summary

The healthcare organization began using MedeAnalytics Business Office in 2005 to consolidate its disparate systems into one streamlined solution for month-end reporting and revenue opportunity analysis. Even after merging with another health system, which used Epic for patient accounting, Business Office remains essential to retain critical capabilities that only a self-service analytics platform could provide, including:

- ▶ Integrating data from multiple systems to provide a single source of truth
- ▶ Empowering users to perform advanced analytics on Epic data
- ▶ Enabling drilldowns and insights into account-level data
- ▶ Facilitating month-end reporting, including aging, bad debt and charity reports

## about

This organization is among the largest healthcare systems in the Southeast. It offers comprehensive hospital-based and outpatient services. The system is a leader in advancing patient care, building community health and deploying medical technology.

## challenge

The organization had recently undergone a merger that included the introduction of Epic. Challenges included:

- ▶ Dropped accounts
- ▶ Limited reporting capabilities
- ▶ Difficulty spotting trends

These challenges catalyzed a workflow realignment to integrate Epic with the organization's long-standing data analytics solution, MedeAnalytics Business Office.

## goals

- ▶ Maximize the core competencies of both Epic and Business Office to achieve a full complement of workflow, data, reporting, analysis and action capabilities
- ▶ Optimize Business Office to enhance self-service analytics capabilities
- ▶ Use Business Office to troubleshoot report anomalies and resolve data inconsistencies

*"There's a perception that you won't need MedeAnalytics if you have Epic. But, once you get into Epic, you figure out that you can't do it without MedeAnalytics."*

*- Revenue Systems Manager*



## solution

Business Office proved indispensable during the Epic conversion by allowing the organization to map legacy data to Epic, establish a baseline, see trends and catch data outliers. Today, Business Office continues to provide the self-service analysis, drill-down capabilities and flexibility to manipulate data in ways that are not possible in Epic.

"If I have a question that needs answering, I go into Business Office. It gives me full ability to dive into current and historical snapshots and get the needed detail to answer a question in minutes," said the organization's Senior Analyst.

The organization depends heavily on MedeAnalytics Business Office to:

- ▶ **Discover missing accounts** — Dashboards help spot outliers, anomalies, and trends that Epic often misses.
- ▶ **Uncover root causes** — Users can drill down to investigate account-level data, which is limited in Epic.
- ▶ **Identify problems and act before they become bigger issues** — Predictions, forecasts and actionable analytics are put in the hands of the people that need them.
- ▶ **Edit and export without restrictions** — Business Office goes beyond the capabilities of Epic to enable virtually limitless data manipulation and output, saving time and adding efficiency.

"The MedeAnalytics alerts allow us to track anomalies in our transaction data and identify potential problems. It's incredibly easy to filter and search, whereas in Epic, the report writer tool is cumbersome," noted the Senior Analyst.

## results

Using the technologies in tandem has enabled the health system to take advantage of all the workflow and patient accounting benefits of Epic while gaining the revenue cycle insights and analysis from Business Office.

"The majority of our business reporting comes from Business Office, including monthly and daily reporting, productivity reports, including expense lines, bad debt, charity and aging reports," according to a Hospital Senior Analyst.

The self-service analytics with drill-down and trending capabilities featured in Business Office empower the organization to:

- ▶ **Intelligently monitor** and trend accounts receivable data along weekly or monthly snapshots
- ▶ **Proactively rectify issues** before they have a major impact
- ▶ **Analyze self-pay after insurance** to identify "underinsured" patients to get them to the right resources
- ▶ **Analyze and prevent denials** with insight into specific procedures being denied by each payer
- ▶ **Win prestigious healthcare revenue cycle award** multiple years in a row
- ▶ **Reduce burden on IT department** for reporting, data analysis

The health system saves time and money by utilizing an analytics platform that is intuitive and easy-to-learn. The Senior Analyst remarked, "MedeAnalytics is very user-friendly. I spend about an hour and a half on new user training and very seldom do people come back not understanding something."

The Senior Analyst concluded by reflecting, "Where would we be without MedeAnalytics?"

MedeAnalytics

**For more information about MedeAnalytics Business Office solution, visit our solutions page.**

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