



## **Fastrack™ - Inscribe® Interface Automates Referral Processing**

### **Case Study: Homecare Concepts**

#### **Overview:**

Homecare Concepts (HCC) is a Home Medical Equipment (HME) company that has served patients in the New York City region for over 25 years with a wide variety of home medical products. HCC uses the Fastrack Enterprise System to manage their orders and business operations. HCC employs approximately six administrative full time employees who manage, process, and arrange billing for their patient care orders, Certificates of Medical Necessity, and Physician Orders. HCC's administrative staff workload has increased and they work harder every year to get paperwork properly completed, obtain authorized physician's signatures and file with healthcare insurers or Medicare and Medicaid to keep their reimbursements current (Day's Sales Outstanding or DSO). Held revenues are those where the paperwork was incomplete, inaccurate or not signed by the authorizing physician. Any one of these issues will prevent HCC from collecting reimbursements from health insurers. Keeping held revenues to a minimum and reducing DSO is the lifeblood of most medical equipment companies (as well as most home health agencies) so naturally HCC was interested in developing the best-practices that would address this as well as help them manage their growing paperwork load at the same time.

#### **Challenges:**

- Natural inefficiencies in managing and tracking growing patient care order paperwork (CMNs and Physician Orders) and increased administrative and sales staff overhead hours
- Reducing and managing DSO and held revenue
- Manual tracking of faxes and other printed paperwork made timely follow-up difficult
- Referring physicians frustrated when paperwork was repeated or faxed to them multiple times

#### **Solution:**

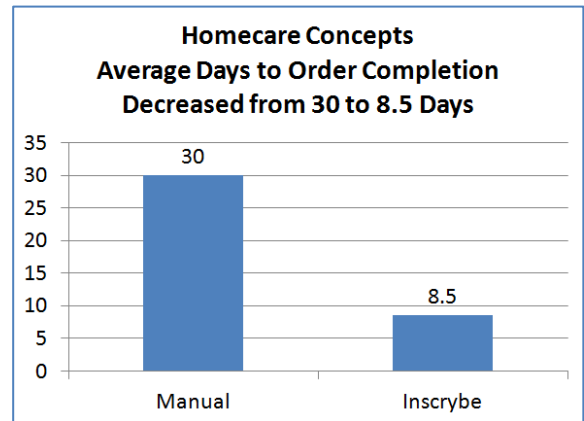
HCC's Director of Billing, Joanna Padovani, drawing on her prior experience at another HME business before HCC, discussed with Thomas Ryan, HCC's CEO and Kelly Brussell, HCC's VP of Operations, how that prior business used a software service named Inscribe Healthcare Referral Management (from Authentidate®) to keep their growing DSO to manageable levels. Inscribe is a Software-as-a-Service application that is available to authorized users through the Internet, using a standard browser and interfaces to many practice management and billing systems like Fastrack. It automates workflows of the paper management process and includes many functions like smart-fields that help with form accuracy, completeness, and also provides both automated facsimile and online electronic signature capabilities for their physicians.

HCC's management team decided to implement Inscribe along with an interface to their Fastrack system. The Fastrack-Inscribe interface provides a two-way electronic link between the two systems automatically transferring forms that need to be faxed or eSigned to physicians, eliminating the need for

paper printouts or manual faxes. When the form is initiated in Fastrack, it goes electronically to Inscribe and is managed by HCC staff from a single dashboard that organizes the workflow and patient care order processing. Inscribe identifies who has the current task and reminds people of what is overdue or outstanding so they keep priorities in order. Inscribe automatically sends the fax or electronic form to the physician based on the pre-determined physician preference in the physician's profile. It greatly reduces paper management, organizes and improves workflow of the complex patient care order completion and approval process.

### Results:

The HCC team reports that Inscribe is a terrific process management tool in terms of organizing their workload and that the Inscribe dashboard allows for coverage of any administrative staff when they are out. During implementation and testing HCC staff worked with Fastrack and Inscribe customer support to resolve any issues or inconsistencies as well as being trained on the use of the interface features and capabilities. HCC's management commented that their experience with the Inscribe support team was wonderful.



After the Fastrack-Inscribe interface was implemented, HCC has enhanced operational efficiencies, standardized their workflow, improved process management, and physician satisfaction. HCC management acknowledges that Inscribe has been a major part of the improvements. HCC's management also noted several productivity improvements. They no longer see their staff queuing-up, waiting and chatting by the fax machine, because Inscribe automates faxes electronically from their dashboard, they never have to go to the fax machine. HCC's average days to order completion was reduced from 30 days to 8.5 days in the first quarter that Inscribe was implemented. While HCC has not measured any reduction in held revenues yet, HCC management stated that they are now more organized and their administrative staff is each handling more workload without additional overhead.

### Fastrack-Inscribe Interface Case Study Summary:

- Automated manual processes and eliminated paper management with electronic dashboard
- Enhanced operational efficiencies and standardized workflow
- Put entire billing team on the same page for quicker document turnaround and resolution
- Improved process management and physician satisfaction
- Helped manage DSO and held revenues
- Reduced average order completion time from 30 days to 8.5 days

**Contact Authentidate to see how the Fastrack-Inscribe interface can help your business.**

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