Norton Sound Health Corporation
Collecting Unpaid Revenue to Fund Additional Services

Norton Sound Health Corporation (NSHC) is a tribally owned and operated, independent, not-for-profit health care organization, founded in 1970 to meet the health care needs of the Inupiat, Siberian Yup'ik and Yu'pik people of the Bering Strait region. NSHC is the only regional health system in Northwestern Alaska, and serves 10,000 local residents. The system includes a regional hospital, nursing home, and 15 village-based clinics. NSHC receives approximately 44,000 annual visits within the ambulatory care and emergency department, approximately 600 annual visits for inpatient care, and also supports an 18 suite long-term care facility.

Finding Unpaid Claims

As an IHS hospital, the majority of NSHC's patients are not liable for any fees for the services they receive regardless of insurance. Because of this, some patients are not aware they are actually covered by health insurance and so do not provide this information.

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Like most IHS hospitals, NSHC did not have the resources to manually collect insurance or third-party payer funds but knew that the reimbursement rate of eligible private payers can be significantly higher than what the IHS can fund. Because of this, NSHC realized the potential to increase their revenue by collecting previously unclaimed funds to help them fund additional services.

Recovering Unclaimed Revenue

While working with other IHS hospitals, Databound Healthcare Solutions saw the need to simplify the collection of third party payments and bring these funds back into the hospital with only limited time required from hospital personnel. The reCover solution works by processing a patient list for accounts that had an outstanding balance or were written off, and then performing a search for new eligibility information. In the past, this process has proven to be far too time-consuming to be done manually, but it requires little time from hospital staff when automated.

In 2015, their first full year using Databound's service, NSHC was able to identify more than 11,000 encounters with insurance eligibility, and so far has received nearly $2,000,000 in payments for those patient visits. The data collected also provides the information needed for automated charge adjustments so that future charges can be billed correctly the first time using the patient's updated payer information.

Funding Key Initiatives

By partnering with Databound Healthcare Solutions, NSHC recovered millions of dollars in unclaimed revenue and saved numerous hours of personnel time. John Wyman, Team Lead for Patient Financial Services at NSHC said "Without Databound's solution we would miss a lot of money and spend countless hours manually cross-checking patient benefits with insurance providers."

Wyman added, "The additional funds we collected will significantly help with our key initiative to fund our Sobering and Wellness Center, which is a vitally important project to help people free themselves of addiction and substance abuse."

Since 1999, Databound™ has combined technology and great customer service to help hundreds of hospitals throughout the United States improve efficiency by automating revenue cycle processes. This saves hospitals time and money, and gives them the information needed to recover millions of dollars of claims at a higher rate of return.

for more information

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Databound Healthcare Solutions helps hospitals automate repetitive tasks, ensure data accuracy, and improve system interoperability. Databound enables Indian Health services (IHS) hospitals to generate revenue and improve the quality of the healthcare they offer by finding additional insurance payers so they can receive higher payments.

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