Identifying missed third party billing opportunities to increase patient revenue

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, an 18 bed hospital, receives about 44,000 outpatient and 600 inpatient visits a year.

Insurance Discovery

The team at Norton Sound Healthcare would often learn of payer sources after they had classified an encounter as uncompensated and written off the charges. Norton Sound Health care Corporation knew there was opportunity to boost patient revenue by identifying these payer sources

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sooner and were eager to find a way to search their top payers and locate any coverage they were not aware of initially. They knew performing queries for each of their patients against their top payers manually would require too much time and effort, so they turned to Databound Healthcare Solution's **boost**™ insurance verification and discovery solution to handle the task.

Increasing Patient Revenue

Having delivered insurance verification and discovery solutions to facilities with similar circumstances to NSHC, Databound Healthcare Solutions was confident **boost** would simplify the challenge of identifying as many opportunities to bill third-party payers as possible with little impact on staff time. **Boost** identifies scheduled visits at NSHC and captures patient data to be used to identify missed coverage. Each day, **boost** uses this data to go directly to NSHC's top payers and determine if schedule patients have any primary, secondary, or tertiary coverage that had not yet been identified. **Boost** uses information from unscheduled visits to identify coverage for those encounters soon after the visit occurred, ensuring that scheduled visit or not, NSHC is doing all it can to identify every opportunity to bill insurance companies for service.

In 2015, their first year of use, NSHC identified 11,000 encounters they thought were uncompensated with patients that had active coverage on the date of service. Identifying coverage for those events resulted in over $2,000,000 in payments.

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 and income with automation and managed solutions.

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Databound Healthcare Solutions helps hospitals automate repetitive tasks, ensure data accuracy, and improve system interoperability. Databound enables 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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