



Remittance Processing

The Client

A Midwestern U.S. hospital group receives thousands of paper remittances (EOBs) daily, in addition to EDI remittances from insurance companies, HMOs, Medicare and Medicaid.

The Issues

- Expensive staff hours were spent on data entry, rather than adjudication or other high-value projects.
- Days Receivable Outstanding (DRO) time was high as a result of input backups and other delays, creating inefficiency and added costs.
- Varied formats of incoming EOBs require domain knowledge to capture data correctly.

The Requirements

- Data capture software and processing skills to guarantee correct data is entered accurately.
- Rapid turnaround to improve cash flow

The Process

- Customized workflow system uses CPI-developed software applications **adapted to customer requirements**
- Field validation is enhanced by provider and subscriber databases, financial calculations and address validation software
- Extensive training and testing completed before startup

The Results

- FTEs reduced by 50%
- DRO time reduced sharply
- Overall cost of processing remittances reduced significantly

For further information, please contact:

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