

HUMAN SERVICES ORGANIZATION EXPEDITES REVENUE CYCLE WITH EVERO

ACCELERATE™ streamlines billing processes, improves claim accuracy and shortens payment lead time.

CLIENT PROFILE

The Arc Oneida-Lewis Chapter of the Arc of New York State is a human services organization providing a full spectrum of clinical, educational, day and community-based services for Individuals with developmental disabilities and their families. They are staffed by over 700 professionals and serve over 1,400 people throughout the Oneida and Lewis counties of New York.

CHALLENGE

Arc Oneida-Lewis' internal billing processes were highly dependent on paper; in fact, they estimate that they were using over a ream of paper each month. Services delivered were documented and approved on paper forms, manually logged into spreadsheets, and then separate billing sheets with summary letters were created to start the billing process for each of the individuals they supported. As they grew, this process became increasingly time-consuming and prone to human error, and it wasn't uncommon for it to take 8 to 10 weeks to generate a mistake-free claim. These inefficiencies stretched out their payment timeframes, which significantly slowed their revenue cycle.

BEFORE

- Services documented and approved on paper forms
- Data then manually entered or uploaded into multiple systems
- Lengthy claim submission and revenue realization timeframes
- Limited insight into revenue cycle
- Resource-intensive audit resolution process

AFTER

- Service data collected electronically and directly incorporated into billing workflows
- Claim submission lead time **reduced by over 75%**
- **90% reduction** in rejected claims
- Real-time reporting on payments, receivables and future cash flow
- Automation and streamlined processes free up internal resources
- **50% increase** in Budgets supported without staff additions

"Our move to ACCELERATE™ could not have been more successful! It has simplified our billing processes and improved our claim accuracy, so we are realizing revenue much faster."

Frank Coluccio | Chief Administration Officer | The Arc Oneida-Lewis Chapter

SOLUTION

Phase 1: In 2019, Arc Oneida-Lewis implemented eVero's EMPOWER™ platform to help them go paperless, as well as automate and streamline their daily workflows across all services and departments. With EMPOWER™ all services are documented and tracked on eVero's secure online platform, where Fiscal Intermediaries and Support Brokers can log in to view and approve services more efficiently than before. Once verified, all service information was downloaded to a file that Arc Oneida-Lewis would transmit to a third-party billing company for processing and claims creation. Claims were generated faster, but still could take over a month to be fully processed externally.

Phase 2: In late 2021, Arc Oneida-Lewis took the next step, and implemented ACCELERATE™ - eVero's comprehensive billing, payment, and revenue management software module - to replace their third-party provider. Now, there is no need to upload files externally; all service data flows directly through ACCELERATE™, further streamlining the end-to-end claims submission and management process.

RESULTS

Once they went live with ACCELERATE™ Arc Oneida-Lewis saw immediate benefits.

Since all approved service data now flows directly to ACCELERATE™, Medicaid claims are generated in days, not weeks, with seamless bidirectional connectivity to ePaces. State paid services vouchers for FRR, OTPS and Housing services that were previously filled out by hand are now efficiently and accurately generated via the platform, with pre-populated data fields, based on the services rendered. After just two months, Arc Oneida-Lewis' average **claim submission lead time was reduced by almost 75%.**

"eVero has helped us be way more efficient with our existing resources, and freed up staff time to work on more strategic projects. We've been able to significantly increase our case load without having to add staff."

Frank Coluccio

Chief Administration Officer,
The Arc Oneida-Lewis Chapter

ACCELERATE™'s built-in compliance checks now proactively identify incorrect or missing data before claims submission – functionality that their previous billing vendor lacked – which has **lowered the number of rejected claims by 90%.** All submitted claims are linked to the actual service records stored on the platform, providing easy access to support documentation, which saves time when items are requested as part of an audit. Payments are now received much faster, accelerating Arc's revenue cycle while eliminating frustration from staff and families over payment and reimbursement delays.

Arc Oneida-Lewis' Finance team now has access to ACCELERATE™'s full management dashboard, giving them real-time visibility into actual and potential cash flow –including payments, accounts receivable and anticipated from services delivered but not yet billed – as well as identification and resolution tracking of claims not paid.

ACCELERATE™ has also enabled the Arc of Oneida-Lewis to lower their operational costs by eliminating fees for their third-party billing provider and clearinghouse. Additionally, they have been able to re-purpose staff by moving people who previously handled manual data entry, report creation, and claims management to more strategic roles. This freed-up staff time has also enabled growth, as the **number of Budgets they supported has grown by almost 50%** over the past year without a need to add new staff.