



CASE STUDY

Making an Impact at Dr. Litwer and Dr. Harrison's Practice

Background

Dr. Eugene Litwer and Dr. Scott Harrison operate a pediatric office in Orange County, California. They see approximately 100 patients a day, and serve over 8,000 children in their community. Their office manager has typically verified patients by phone or by browsing through the various different websites.

The Opportunity

As an office policy, Drs. Litwer and Harrison would like to ensure that all patients' insurance coverage is routinely verified, to ensure that any changes in coverage are flagged and appropriate amounts are collected for co-payments, deductibles and co-insurance, as appropriate. Due to the nature of their patients, they often provide vaccinations and other high-cost services.

Historically, their office manager, Heidi, would run the verifications on a small set of patients and spend up to 90 minutes per day on that task alone. This involved calling the various insurance companies, being put on hold, and having to waste precious time waiting for a response. Even with the availability of Internet web sites, the process was cumbersome.

"We had to login and logout, remember many different passwords, and enter data in various different formats," she says.

However, not verifying was not an option. "Vaccinations can cost up to \$400 each; we need to know before the service is provided whether that vaccination is covered by the patient's plan or not."

The Impact

Once the office deployed CareVault Verify in 2007, there was a significantly positive impact.

- The time spent on verification has reduced from 90 minutes/day to less than 30. And now more patients can be verified electronically and automatically.
- On average, the software helps uncover at least 3-4 patients per month whose insurance has either changed or expired. The staff is then able to ensure that the patient's family is notified beforehand of this fact, ensuring that adequate payment alternatives are available.

Heidi comments on using CareVault Verify: "It is absolutely awesome - it is quick and easy, and very user friendly."

Lessons Learned

Eligibility verification is an important process for all providers - it ensures that fewer errors are made, that revenue cycles improve and that patients are provided the appropriate information at time of service. By automating the process through a solution like CareVault Verify, it has high business impact while minimizing the time required to run the process.