

Integrated System Helps Long-Term Care Provider Streamline Billing, Improve Efficiency

“Using Microsoft Dynamics GP and CareVoyant, we have streamlined our billing process and made tremendous strides in getting our bills out the door faster.”
Karen Jaskot, Chief Financial Officer, Tandem Management Co.

Today’s long-term health care providers are increasingly looking to software solutions to streamline processes, increase employee productivity, reduce costs, and improve access to information about resident care. Tandem Management, a Hackensack, N.J.-based provider of long-term and subacute healthcare services to about 900 residents in five skilled nursing facilities, was burdened by aging and non-integrated financial management and clinical documentation systems. Tandem sought an integrated, centralized solution to streamline and automate its clinical, financial, and billing processes, and called on Microsoft® Gold Certified Partner CareVoyant, Inc. Using Microsoft Dynamics™ GP and CareVoyant, Tandem benefits from superior access to information, faster billing times, and increased accuracy of clinical documentation—which results in higher reimbursement and an estimated 25% annual return on investment.

Situation

Tandem Management provides long-term and subacute care to about 900 residents in five skilled nursing facilities in New Jersey. Based in Hackensack, N.J., Tandem has approximately 1,200 employees and annual revenue of about \$75 million.

Tandem was burdened by aging and disparate healthcare and financial systems that weren’t effectively meeting its clinical and business needs, according to Karen Jaskot, Tandem’s Chief Financial Officer. The organization’s caregivers and 25-person accounting staff used separate systems for clinical documentation and financial management processes. This often resulted in duplication of data entry and large amounts of time spent performing billing functions. Separate systems also meant that Tandem staffers had to painstakingly search through both systems to answer questions or resolve issues.

In addition, the company’s IT infrastructure was decentralized, with each of its five facilities maintaining its own onsite database. This made information sharing difficult and, because of the lack of a centralized solution, staffers from the company’s headquarters sometimes had to drive to other facilities to resolve financial or billing issues.

As with most long-term care facilities, Tandem receives the majority of its revenue through reimbursements from Medicare, state insurance programs, and residents’ private insurance companies. Reimbursements are calculated based on a complicated formula that takes into account patients’ clinical status and functional capabilities.



Overview

Country or Region: USA
Industry: Healthcare

Customer Profile

Tandem Management Co. provides long-term and subacute care to about 900 residents in five care facilities in New Jersey. Tandem has annual revenue of about \$75 million and approximately 1,200 employees.

Business Situation

Tandem Management sought an integrated long-term care solution that could help increase accuracy of clinical documentation, streamline billing processes, and ensure maximum reimbursements.

Solution

Working with Microsoft® Gold Certified partner CareVoyant Inc., Tandem Management implemented Microsoft Dynamics™ GP and CareVoyant as its centralized long-term care solution.

Benefits

- 25% annual return on investment
- Increased accuracy of clinical data
- Streamlined billing processes
- Maximized reimbursements
- Increased employee productivity

Because government agencies and commercial insurance companies tightly control reimbursement rates, the ability to accurately document and track the specific care residents receive is critical to receiving full reimbursement. Errors made in documenting clinical care would reduce Tandem's reimbursement levels or, worse, damage the company's credibility and invite regulatory scrutiny.

Solution

Tandem Management sought an integrated, centralized solution that could streamline and automate its clinical, billing and financial processes. The system needed to be flexible and easy to use, allowing Tandem to eliminate manual processes while maximizing reimbursements. After reviewing several solutions, Tandem selected Microsoft Dynamics™ GP and CareVoyant from Microsoft® Gold Certified Partner CareVoyant, Inc.

Microsoft Dynamics GP is designed to deliver the financial management tools that healthcare providers need to run their operations with efficiency and business insight. It offers applications that streamline processes, increase productivity, and improve decision making in areas that are critical for healthcare success. CareVoyant is an integrated and intuitive long-term care solution that works in conjunction with Microsoft Dynamics GP to provide detailed control over Medicare, Medicaid, and private reimbursements and enhance clinical and financial performance.

"With CareVoyant and Dynamics GP, long-term care facilities can integrate clinical, billing and accounting workflow with a seamless user experience and common technology platform," says Vernon Mathias, Vice President of Sales & Marketing at CareVoyant, Inc.

Chief among the reasons for Tandem's choice of Microsoft Dynamics GP and CareVoyant was the tight integration between the two solutions. Both applications were developed on the same Microsoft .NET technology framework. Information flows freely between the two and the applications share a common look and feel, which helps increase user productivity and decreases training time.

With extensive experience in implementing Microsoft Dynamics financial and accounting systems, Schaumburg, Ill.-based CareVoyant replaced Tandem's separate clinical documentation and financial systems with a single solution consisting of Microsoft Dynamics GP and CareVoyant, both deployed on a Microsoft SQL Server™ 2005 database. Among the many Microsoft Dynamics GP applications Tandem Management implemented were General Ledger, Payables Management, Payroll, Bank Reconciliation, Business Portal, Human Resources, and others. Tandem is also in the process of implementing several other modules, including Payroll Extensions, Advanced Payroll, Advanced Human Resource Manager, PTO Manager, and Benefit Self Service.

Benefits

By consolidating applications and databases, which eliminated redundant workflow, increased productivity, and improved clinical documentation and billing accuracy, Tandem Management estimates that it has achieved an approximately 25% annual return on investment. The company's estimated break-even point on its Microsoft Dynamics GP and CareVoyant investment was approximately four years.

Other benefits include:

Increased clinical documentation accuracy for maximum reimbursement

Microsoft Dynamics GP and CareVoyant help Tandem increase its revenue by reducing errors and increasing the accuracy of clinical documentation. The CareVoyant software automatically identifies omissions and errors in patients' MDS clinical documentation, which helps ensure that Tandem receives optimal reimbursement for the care it provides. "The system makes sure that we pick up all of the technicalities so we can maximize our reimbursement," says Jaskot.

Streamlined billing processes

The combination of CareVoyant and Microsoft Dynamics GP has greatly simplified Tandem's billing process, Jaskot says. "Using CareVoyant and Microsoft Dynamics GP, we have streamlined our billing workflow and made tremendous strides in getting our bills out the door faster," Jaskot says. "Now, we have our Medicare billing done by the second or third day of the month. In the past, because of all the manual input, it would be at least a week into the month before we sent out claims."

Additional Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400.

In Canada, call the Microsoft Canada Information Center at (877) 568-2495.

Customers who are hearing impaired can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada.

Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: www.microsoft.com

For more information about CareVoyant for Long Term Care, call 888-463-6797 or visit: www.CareVoyant.com

In addition, the company's previous software forced its accounting staff to wait until month-end close before beginning to generate monthly invoices. But Microsoft Dynamics GP and CareVoyant help Tandem speed up the billing process by sending invoices before performing the close. "The system makes billing very simple," Jaskot says. "You don't have to close everything down in order to get certain pieces of your billing done. You can start sending out invoices right away on the first of the month."

Also helping to streamline the billing process is CareVoyant's ability to easily generate a file that is sent directly to Tandem's billing clearinghouse. Under the previous system, Tandem staffers had to manually and painstakingly enter claims into the intermediary's system.

More user-friendly statements

Unlike other systems, CareVoyant allows Tandem to make its invoices more user-friendly by detailing care by line item. This helps patients or their families better understand their bills and reduces the time Tandem staffers spend answering billing-related questions. "When a family or patient gets a statement, they don't want just one lump sum; they want to know exactly what they are being billed for," Jaskot says. "And by sending a detailed bill, we reduce the time spent on the phone having to explain what the individual charges are."

Increased employee productivity

Microsoft Dynamics GP and CareVoyant share a familiar user interface that closely resembles the Microsoft Office and Microsoft Office Outlook® applications most employees use. That instant familiarity helps increase employee productivity and reduce training times. "CareVoyant and Microsoft Dynamics GP are very user friendly and easy to learn," Jaskot says. "If you know one application and understand how to navigate it, you'll be able to understand the other."

Easier access to information

Integration between Microsoft Dynamics GP and CareVoyant makes it easy for Tandem employees to drill down into resident records and financial transactions—a process that was difficult in the past because of the company's disconnected systems. "Now if you want to look at a particular charge, you can easily get the information you need and track it right back to the resident," Jaskot says. "All the audit trail is definitely in place. It just takes a few clicks of a button."

Microsoft Dynamics

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like familiar Microsoft software such as Microsoft Office, which means less of a learning curve for your people, so they can get up and run quickly focusing on what's most important. And because it is from Microsoft, it easily works with the systems that your company already has implemented. By automating and streamlining financial, customer relationship, and supply chain processes, Microsoft Dynamics brings together people, processes, and technologies, increasing the productivity and effectiveness of your business, and helping you drive business success. For more information about Microsoft Dynamics, go to: www.microsoft.com/dynamics

Software and Services <ul style="list-style-type: none">• Products<ul style="list-style-type: none">-Microsoft Dynamics GP-Microsoft SQL Server 2005	Healthcare Solution <ul style="list-style-type: none">• CareVoyant Long Term Care
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