Tired of Clearinghouse Challenges?

WHAT started as a low rumble only a year ago is turning into a roar as providers and payors throughout the industry are loudly voicing their concerns about the clearinghouse problems they are facing. Is your organization getting tired of your clearinghouse's:

- Inability to support specific HIPAA-compliant transactions?
- High transaction fees?
- Habit of losing claims?
- Slow response time to problems?

- Lack of business edits that help reduce claims rejections?
- Strong-arm tactics to persuade your organization to purchase additional subscription-based services or upgrades to your host system or practice management system?

What You Want, But Your Clearinghouse Cannot Provide	
Providers	**Payors**
Direct claims submissions to payors	Reduced transactions fees
No more lost claims that impact your cash flow	No more lost claims
Online eligibility checking, referrals and authorizations	Directly connect with providers
The ability to easily edit rejected claims online	Online reporting
Online access to pre-formatted and custom reports	Comprehensive business edits to ensure clean claims
Resolve HIPAA-compliance issues	

We Understand Your Pains

Legacy Consulting Services offers solutions and services to directly address your organization's pain points. Legacy's AdminisTEP clearinghouse and electronic data interchange (EDI) transaction exchange portal is designed to resolve HIPAA-compliance issues, extend the functionality of payor host systems, and enable providers and payors to directly connect with each other to exchange transactions. Most importantly, the AdminisTEP solution is usually offered free to providers. And for payors, AdminisTEP costs are only a small fraction of the costs incurred when replacing or upgrading host systems. Find out more details about AdminisTEP by visiting www.administep.com.

Why Don't Other Clearinghouses Offer This Functionality?

That's a good question. The answer may be "because they don't have to." Several of the industry's largest clearinghouses already have substantial customer bases that are locked into contracts, and these clearinghouses have enormous information technology (IT) infrastructures that are difficult to modify and re-deploy. Despite customer complaints, the average customer is merely a small percentage of the revenue that these publicly traded companies generate year after year.

Legacy is different. Legacy was founded as a customer-focused healthcare technology firm, building its agile IT infrastructure from the ground up to address customer needs. What the big clearinghouses say they can't do, Legacy is already doing. Consider the following published news brief:

"*There is no single HIPAA. There are as many flavors of HIPAA as there are payors today. Virtually every payer has adopted a different interpretation, [and] they've published more than 400 unique 'companion guides' for providers. It's*

virtually impossible for the small group practice to submit HIPAA-compliant claims directly."
— Robert Holstein, CEO of WebMD, quoted in the May 2004 issue of Healthcare Informatics magazine.
Source: May 2004 Healthcare Informatics

Direct claims submissions virtually impossible for small practices? Not so. Legacy's AdminisTEP enables providers — of any size — to directly submit their transactions directly to payors. And, AdminisTEP offers an unparalleled set of transaction management tools for providers to confirm that claims were received, estimate remittance, and even notify providers of rejected claims within a matter of hours so claims can be edited and resubmitted faster.

. . . If a provider's claims management system can follow payer companion guides to the letter, then they'll be able to directly submit transactions to payors, acknowledges Stephen Cohan, executive vice president of WebMD Corp., Elmwood Park, N.J.,

which operates the Envoy claims clearinghouse. But many providers cannot support multiple interactions with payors." Source: November 2003 Health Data Management

Legacy's AdminisTEP is the single-source solution for providers to submit transactions to multiple payors. AdminisTEP also enables providers to check eligibility and request referrals and authorizations — all online. This is in addition to AdminisTEP's online reporting capabilities that enable providers to know the status of batch claims files and individual claims.

The "one-time dot-com darling" WebMD continues to face complaints about lost and incomplete claims from healthcare providers who rely on its software and services to submit their medical claims, MNBC reports.

The nation's largest clearinghouse for medical claims, WebMD has attempted to improve this situation by communicating more effectively with providers about the status of their claims. However, American Medical Association spokesperson Robert Mills says that WebMD lacks a universal fix for managing HIPAA-compliant claims and the complaints keep piling up.

In the face of this claims processing breakdown, many large providers, such as Harvard Pilgrim Health Care, are looking

outside of WebMD for clearinghouse services. As many as 48 percent of providers who once used WebMD to process claims now work directly with payors.

WebMD is quickly becoming the place for "leftover claims" submitted from small physician practices and providers who do not have the time or resources to establish direct connections with hundreds of payors, Sean Wieland, a research analyst with W.R. Hambrect, tells MNBC.
Source: April 28, 2004 Medical News Wire

Lost claims negatively impact providers and payors. Providers suffer from lost cash flow as they try to reconcile and/or resubmit lost claims, and payor costs escalate as they consume administrative resources to research and recover lost claims.

With AdminisTEP, healthcare organizations lose the paper, not the claims. And with AdminisTEP being a hosted, Web-based solution, healthcare organizations do not have to expend their precious IT talent to implement and deploy the solution.

Tired of clearinghouse challenges? Then contact Legacy today to find out how AdminisTEP can solve your clearinghouse and HIPAA challenges.

AdminisTEP™
Another Solution by LEGACY

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