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customer success story



Name and Location

Central Management Corporation (CMC)
Winnfield, Louisiana

Customer Overview

Owner of 18 nursing facilities
throughout Louisiana

Focus

Medicaid Workflow

Issue

Communication between CMC Nursing
Homes and Louisiana Medicaid Long-Term
Support and Services Office

Solution

Covisint

Results

- 12-day reduction in Medicaid Certification turnaround time
- 50 percent reduction in medical and mental evaluation form creation time
- 50 percent reduction in form reprocessing
- Four-day response-time improvement on Medicaid claim attachment requests
- Greater staff efficiency

Nursing Homes Improve Admissions and Medicaid Eligibility Workflow: 12-day Reduction in Medicaid Certification Turnaround Time

Introduction

Like other nursing home facilities throughout the nation, Central Management Corporation (CMC) encounters many industry pressures, pandemic preparations, infection control, optimized staffing ratios and cost containment. When it comes to Medicaid patients, costs have exceeded rate increases by two percent.* It is not an easy task to contain growing costs, while simultaneously improving and increasing revenue. That led Jamie Shelton, chief operating officer of CMC, to look to Covisint.

Challenge

CMC's challenge was how to communicate more effectively with the Louisiana Medicaid Long-Term Support and Services Office. As the theory goes, if we can manage our communications more effectively, we'll be well-positioned to expedite payment. The entire Medicaid eligibility and certification workflow was paper-based. For example, forms to evaluate the patient's medical and mental condition required by Medicaid were completed on paper and communicated via fax machines. Hand-written forms provided little data validation control. Often, Medicaid would send the form back requesting additional information. The cycle time on additional information requests originating from both sources, and their responses was long and had no built-in accountability. What if a bookkeeper is on sick leave? Where can alternate staff go to bring themselves up to speed on the workflow? Quickly, the paper-based workflow becomes a management challenge.

Within the State of Louisiana, nursing homes cannot begin billing Medicaid until they have received notice of medical certification for each Medicaid patient. CMC's additional challenge was to transform this notice of medical certification into an e-form. An accelerated form cycle time permits the facility to receive the 18 LTC (Medicaid) contract faster so they can begin billing more rapidly.

Solution

CMC turned to Covisint's solution for comprehensive, Internet-based communication and workflow management. Five CMC facilities representing 31 users and eight Medicaid regions representing 32 users employ Covisint for inter-organization communications. With Covisint e-forms, medical and mental health evaluations are completed online and checked for errors through built-in data validation rules prior to submission. Once ready, the forms are sent to Medicaid online via Covisint.

On the Medicaid side, if additional patient information is needed, requests and responses are sent through Covisint, employing an e-form. Once finalized and approved, the Notice of Medical Certification, which originates from Medicaid, is sent to the nursing homes through Covisint and the billing process begins. The entire Medicaid communication workflow, including form creation and transport, is accomplished within a single environment.

Results

Notice of Medical Certification

Turnaround Time Reduced by 12 Days

The CMC facilities involved reported a 13-day average response time for receiving Notice of Medical Certification from Medicaid using the paper-based workflow. Using Covisint, these same facilities report one-day average response time. With this rapid turnaround time, the nursing facilities can expedite Medicaid billing. Shelton comments, "Our nursing home staff can now directly communicate with Medicaid in reference to certification forms, reimbursement forms and claims attachments. Approval from Medicaid was taking, on average, three weeks and now it is being received within one day."

35 Percent Reduction in Medical

and Mental Health Form Creation Time

Using paper-based forms, the CMS facilities report it took approximately 23 minutes to fill out the Medicaid-required medical and mental health evaluation forms. With Covisint e-forms, the facilities report an average form creation time of 15 minutes.

Four-day Response Time Improvement

on Medicaid Claim Attachment Requests

Prior to Covisint, when the Louisiana Medicaid Long-Term Support and Services Office requested additional patient information from the nursing homes they would receive a response within an average of five days. Using Covisint, information request and response time has dropped to one day.

* "Shortfalls on Medicaid Funding For Nursing Home Care," BDO Seidman, LLC Accountants & Consultants for the American Health Care Assn., April 2005, Page 8.

covisint ... helping people and systems work better together

Covisint enables the secure access to and the improved visibility of health information. Leading healthcare organizations and communities across the healthcare continuum leverage Covisint to exchange information and support real-time collaboration, including the automation and streamlining of basic clinical and administrative processes that are generally paper-based transactions today.

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