



## CLEVELAND AREA HOSPITAL DECREASES INSURANCE CLAIMS DENIALS AND IMPROVES CUSTOMER SERVICE BY AUTHENTICATING INSURANCE ELIGIBILITY

### POINTS OF SUCCESS

- Twenty-two percent of the hospital's total denials were due to eligibility errors. Clearwave's solution reduced that number to just 7%.
- Customer service has improved because the hospital staff can communicate what a patient's financial responsibility will be prior to any services being delivered.
- With the Clearwave solution, more accurate billing is achieved through hospital staff authenticating a patient's insurance prior to services rendered.

A prominent Cleveland, Ohio general hospital's board of directors and administration have a goal: Do it right the first time, every time. In an effort to achieve their goal, reducing insurance claims denials and collection costs are two areas the group proactively identified that would improve the hospital's operating efficiencies while also enhancing patient care.

"In order to 'do it right the first time' we must have accurate patient demographics, especially insurance benefits. We've found that having this information prior to a patient receiving care is a way to significantly reduce costs. Additionally, we aren't correcting avoidable errors at a later date because we have the correct information up front," said the hospital's Executive Vice President and Chief Financial Officer.

The Clearwave solution allows for the hospital to authenticate a patient's insurance at multiple points: when the patient is scheduling a procedure and then again during the actual visit to the facility. With this ability, Clearwave's solution helps the hospital to reduce claims denials and billing errors because they can either confirm or correct the eligibility information prior to providing services.

"With the Clearwave solution, we can authenticate a patient's eligibility prior to their visit and set the expectation regarding co-pays or other amounts we collect at the point-of-service," said the Director of Patient Accounting. "This reduces unpleasant surprises for the patient and improves customer service."

The benefits of staving off any problems with a patient's insurance benefits prior to the patient's discharge led the hospital to utilize the Clearwave insurance authentication solution in other areas of the hospital. This, along with the staff's acuity with the Clearwave solution, helped to reduce the total percentage of denials due to eligibility from 22% to 7% in less than a year.

"We've been very pleased with the ease-of-use of Clearwave's product for both our patients and our staff. Our staff has been so efficient at utilizing the solution in the Emergency Department that co-pay collections have more than doubled and we anticipate that number to continue to grow," said the hospital's Manager of Patient Registration.

### Clearwave Corporation

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