

Client Case Study

Patient Statements

At A Glance

A Midwest hospital system continues patient-centric care beyond the visit with online access for patients and service representatives to view and pay from a simplified, yet comprehensive, statement.

The Client

bellinhealth Bellin Health is an integrated health care delivery system providing high-quality care to the people of Northeast Wisconsin.

The Problem

Bellin produces patient statements from two operating systems: Meditech for the hospital and LSS for the clinics. These systems work independently of each other, so patients who received services from both the hospital and clinics would receive separate bills. In fact, some patients did not pay additional amounts owed because they assumed they'd already paid their bill.

Confused by these billing practices, patients frequently called with questions, finding that they had to call each location separately for answers. Also, Bellin service representatives could not view the same statement received by the patient, which complicated and lengthened patient calls.

The LaserNet Solution

Using minimal IT resources, Bellin implemented LaserNet's Premier solution. Patients and service representatives can now view a year's worth of hospital and clinic consolidated statements through Bellin's patient portal.

The Premier solution also displays the most recent outstanding patient balances, including any transactions processed up to 48 hours prior, and gives the patient the ability to pay by credit card online. As a result, patients may pay balances before a statement is mailed, lowering print and mail costs and improving accounts receivable collections.

Hospital and clinic charges on one statement also allowed Bellin to combine their customer service call center. With access to the same statement received by the patient, Bellin service representatives can answer patients' questions more efficiently and effectively. Additionally, Bellin representatives may enter credit card payments to ensure that transactions are processed and approved.

The Results

Bellin patients asked for easier access to view their statements and pay their bills. Bellin responded.

In addition to meaningful patient outcomes, Bellin gained operational efficiencies. Combined statements reduced the number of pages printed and mailed by over 30%, significantly reducing postage and mailing costs. Bellin also anticipates a continued improvement in accounts receivable collection as bills and payments are more easily completed online.

Bellin is at the forefront of healthcare change at a time when rhetoric from Washington suggests healthcare reform will seek more electronic efficiencies in areas such as billing.

We strive to bring information to our patients that will help decrease patient phone calls and reduce A/R days and LaserNet's solution meets those needs.

*Jeff Hampton
Revenue Cycle Director
Bellin Health*

About LaserNet:

Founded: 1994

What we do:

- Successful document delivery solutions for healthcare, financial services, transportation, utilities and other industries.
- Produces over 100 million images annually.
- Electronic delivery, print, mail, document design, archival services.
- Patient statements and reminders, explanation of benefits (EOB's), explanation of remittances (EOR's), premium bills.

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