

Phoebe realizes over \$8 million in savings by improving its billing processes

Phoebe Putney Health System Atlanta, GA

Phoebe Putney Health System is a not-for-profit network of more than 4,500 physicians, nurses, professional staff and volunteers. They deliver compassionate, high quality health care to more than 500,000 residents in their 41-county region. Phoebe is dedicated to providing a better way to health and wellness in its entire community.

“The ability to network with our peers at Vizient Southern States’ meetings is invaluable. There’s no sense in each of us trying to reinvent the wheel when we can use our combined expertise to develop solutions. If nothing else, we know we’re not alone with our issues.”

Wendy Allen
Corporate Director – Revenue
Management
Phoebe Putney Health System

Challenge

All hospitals face the dilemma of trying to process invoices when there are complex rules that change frequently. Examples include limitations on observation hours billed, and the cycle of circumventing denials and commercial payers returning claims. Specific issues that Phoebe faced over the last year were comprised of:

- Charging for OB-GYN triage patients
- Inaccurate billing of bedside procedures
- Extra work and delays with processing payments due to claims data being requested ahead of time for a defense audit

Solution

By meeting with peers from other hospitals as part of the Vizient Southern States Charge Audit Leaders Network, Phoebe learned that many others were facing the same issues and that they could learn from each other and use that knowledge to implement solutions at their respective hospitals. At Phoebe, these solutions entailed:

- Creating a new OB-GYN emergency department with more consistent billing practices in place
- Having physicians take detailed notes on bedside procedures they order and implementing a method to audit for missed charges
- Requiring auditors to come on-site rather than taking a long time to review claims data on their own

Results

By changing vendors and procedures, Phoebe was able to better help their patients and improve their billing processes which resulted in cost avoidance savings totaling **\$8,356,994** for 2018. Specific changes that attributed to their savings included:

- Removing limitations on observation hours billed
- Accurately billing for services offered
- More control over auditing procedures



For more information about our programming opportunities, contact us today at (770) 850-7400 or info@vizientsouthernstates.com.

Vizient Southern States is a membership alliance for not-for-profit health care providers that exists to ensure its members deliver high quality, cost-effective care by connecting them with the knowledge, solutions and expertise that accelerate performance.