

Symphony Post Acute Network increases revenue \$1,200/stay with Managed Care MASTER



Executive Summary

Symphony Post Acute Network improved real-time access to quality data for managed care residents and captured additional reimbursement.

Challenges

Like many operators today, Symphony wanted to meet the needs of managed care residents while capturing accurate reimbursement. Relying on internal paper-based processes, Symphony's centralized case managers were spending too much time tracking down updates from 22 locations. Updates to the plan were handwritten and time intensive. The organization had adopted a prior application, but it still required more work than necessary. Carve-outs and exclusions were not reimbursed for several weeks and it often took even longer to access real-time support.

Symphony was looking for an in-house tool that could consolidate data in one place, point to additional managed care revenue opportunities and help manage contract details, while reducing cost and offering reliable customer support.

How We Helped

By simply consolidating contract integration and patient-stay data, our [Managed Care MASTER](#) application eased Symphony's pain. With easy-to-read calendar views and real-time alerts, care teams could easily provide timely, web-based updates to case managers. Updates generated by [Managed Care MASTER](#) combine imported data from the EHR with clinical input from staff, which result in a comprehensive, yet succinct update. With reduced manual systems and estimated 15-30 minutes of time saved per update per day, increased efficiencies with [Managed Care MASTER](#) are substantial.



An innovative provider of post-acute care, Symphony Post Acute Network operates multiple health care sites in Illinois, Indiana and Wisconsin. Their family-focused operations take a proactive approach to delivering quality outcomes for guests in their care.



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LSW, VP MANAGED CARE

“Having quality data that has been easy to access and understand made a big difference for us,” noted Erica Mason, MSW, LSW, VP Managed Care. “Our update process now is so much quicker and easier. We no longer need to pass paper updates from department to department, send endless reminder emails or calls — or send hand-written updates to external case managers. With web-based data at our fingertips, we process updates during our morning meetings, which can save us up to 30 minutes per update,” she added.

“Before, updates could simply be left on a desk or forgotten. With **Managed Care MASTER**, we can hold internal staff accountable.”

“We also input information on the pre-admission side to check for managed care patients and authorizations going into the tool. Case managers are alerted for the coverage and high-cost medications, which also makes a big difference in terms of quality of updates.”

Symphony was also concerned about ongoing support with their new application. Prime Care Technologies was committed to a successful transition with live training and monthly onboarding assistance.

“Our staff was worried about a new learning curve and were skeptical that the software would actually save time,” Mason recalls. “But, Prime Care Technologies’ collaboration has been great throughout the process, and they now find their jobs much easier.”

Moving Forward

“While we don’t have hard numbers yet, the team’s focus on alerts and therapy costs has improved pharmacy savings,” Mason added. “With PDPM on the horizon, we will encourage administrators to use the dashboard to monitor therapy and estimate costs, so we can succeed under the new payment model as well.”

Results

- Enabled access to real-time data in one consolidated solution
- Improved census and length of stay with timely electronic updates
- Reduced staff time by 30 minutes per update
- Increase of \$100/day in average daily revenue (via therapy alerts)
- Increase of \$1,200 per stay in average managed care revenue

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Manage multiple payer contracts and optimize revenue through best practice case management with one solution from pre-admission to collection:

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- Patient-stay data
- Level of care alerts
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sales@primecaretech.com

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