

Registration QA

100% registration accuracy?
It's possible

Now you can continuously—and automatically—correct the inevitable registration errors that slow down your cash flow and derail your staff. You can achieve the near-perfect levels of accuracy on the front-end to prevent costly claims denials and unnecessary re-work on the back-end of your revenue cycle.

Registration QA monitors patient registration discrepancies, identifies demographic and insurance errors, and enables authorized staff to correct the account (or pass on to an appropriate person for resolution). With more than 400 standard alert messages available, and a custom workflow, this quality assurance tool improves registration accuracy in real-time, eliminating the mistakes that cost your organization money and waste your staff's time.

How we do it

- Standard and custom alerts identify registration inaccuracies in real-time. Our **AlertBuilder™** empowers users to create, test, apply and maintain their own alerts
- Alert audit trail enables managers to identify errors and user activity
- Registration discrepancies are identified by standard and custom business rules and by comparing registration data with payer eligibility responses
- Custom alert messages based on your workflow can be created
- Alerts that identify Medicare Secondary Payer (MSP) are also available
- Registration staff scorecards highlight strengths and areas for improvement

Power Reporting, delivered via a self-service portal, provides insight into product usage, workflows, productivity and financial results so users can proactively identify and address issues adversely affecting workflows and payments.

What you get

Track, manage and correct registration errors in real-time.

Ensure 100% of your patients are monitored, as insurance eligibility is performed on all pre-registered and registered accounts

Empower staff to work more efficiently and accurately with an intuitive interface and through standard and custom alert messages

Control workflow by identifying and resolving registration inaccuracies prior to service

Track individual performance and trends for efficient staff development

Sample Alerts Management Screen

The screenshot displays the Alerts Management interface. At the top, there's a 'COVERAGE' header with a 'View Alert Status' link. Below it, a red alert box indicates 'Invalid plan code - use plan code [Humana-Gold]'. A 'Coverage Alerts' table lists two alerts: one for code 30003 (HMNA) and one for code 30001 (HMNA). A 'Patient' section shows details for Jane E. Davis, including her member ID and address. A 'Benefit Information' section shows 'Health Care Facility' and 'Benefit Information'. An 'Edit Detail' dialog box is open, showing the alert message: 'This Patient is a member of the St. Hope - Humana ACO'.