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Clean Orders for the Lab: Maximize Reimbursement and Improve Patient Experience



*Article Courtesy of
ELLKAY, LLC.*

It's no secret that laboratories today are facing increasing challenges.

From regulatory changes and decreased reimbursements to resource constraints, the need for solutions that improve workflow and empower labs to maintain profitability is imperative. One challenge for labs in ensuring profitability is maximizing their reimbursements and one significant opportunity in which to do so is in reducing claim denials.

Laboratory errors directly lead to increased healthcare costs and decreased patient satisfaction. It is estimated that more than 25 percent of all pre-analytical errors result in unnecessary investigation or inappropriate patient care, thus resulting in additional financial burdens on the healthcare system. Pre-analytical errors represent between 0.23 percent and 1.2 percent of total hospital operating costs. This unnecessary expenditure can be extrapolated to a typical U.S. hospital with approximately 650 beds to \$1.2 million per year.

However, the financial impact is not the only thing laboratories must deal with. In the shift towards value-based care, laboratories play an increasingly important role in delivering patient-centric healthcare. With 70-80 percent of clinical decisions being made based on laboratory results, the meaningful clinical information labs deliver profoundly impacts a patient's diagnosis and treatment. Duplicate tests, mismatched patient records, and a lack of the total patient healthcare history can all contribute to an unfavorable patient experience, and often with profound long-term results for the patient. The need for laboratorians to "get it right" the first time is crucial both financially and for improving the patient's experience and satisfaction.

The good news? Over 90 percent of claim denials are usually preventable. Most denials can be tracked back to a "user" or "technical" error, including claims with missing information such as absent or incorrect patient demographic data and technical errors, lack of medical necessity, lack of pre-authorization, erroneous patient demographic information, incorrect provider data and more.

Technology is available today to support error correction for the entire order (including patient demographics, insurance, provid-

er information, patient history, additional prior authorization and medical necessity information, AOE questions pertaining to tests) before accessioning, reducing pre-analytical errors that result in denials. With seamless connectivity to 48,000 practices, 450 labs, and 200 hospitals, ELLKAY is at the center of the electronic ordering workflow, with a suite of laboratory solutions that deliver end-to-end clean laboratory orders from connectivity to EHRs to data into the LIS, maximizing reimbursements.

LKBridge: Provides up-to-date patient demographic and insurance information pulled directly into the Lab Ordering System for every order.

LKLabOrderIQ: Verifies the accuracy of data in orders as soon as the order is placed.

LKTransfer: Securely transfers data between the EMR and the lab — any protocol, any data format, with monitoring capabilities for all interfaces via one centralized dashboard.

LKCloudPrint: Automatically prints lab-branded requisitions at the time of the order for faster processing and decreased errors.

LKPatientDataLink: Collects information required for prior authorization and medical necessities to support reimbursements.

The result is clean orders that minimize laboratory calls to practices and hospitals, increase first-time claims submissions, reduce operational costs for the laboratory and the practice, improve provider experience and provide more reliable results for better patient care.

With cutting-edge solutions and advanced connectivity built on 16 years of experience, ELLKAY closes the loop for laboratories. ELLKAY provides clean, complete and accurate orders and offers complete laboratory connectivity to solve reimbursement challenges, increase revenue and improve patient and provider satisfaction and experience.

Visit Booth #3671 to learn more about how ELLKAY is making interoperability happen. To learn more, visit www.ELLKAY.com, call 201-791-0606 or email himss@ellkay.com.