

## St. Francis Medical Center Lynwood, CA

### Situation

As a trauma hospital that gets mostly stop-loss accounts, St. Francis needed a solution that would help them decrease denials, reduce discharge time and increase case management's time with patients. Before implementing Trace, a majority of St. Francis' denial challenges were related to claims denied due to lack of clinical information. With so many insurance companies needing clinical reviews, the staff at St. Francis needed to be sure the company responsible for authorization had all the information necessary to approve all days of a patient's stay.

"We send clinical reviews to an average of five insurance companies on a daily basis. A routine problem was that the insurance company would deny our claim for lack of clinical, saying they never received the fax," said Daisy Calderon, Discharge Planner at St. Francis.

If the Business Office found there was a piece of information missing, they had no way of accessing the information Case Management provided to the medical group. That meant they would have to track down the information, or wait for Case Management to fax the documents again, which in some instances would delay payment at least 30 days.

### Approach

Critical to the health of any medical center is making sure information is sent to payers correctly the first time so as to avoid losing time and money. St. Francis Medical Center was fighting the battle of lost information alone and it showed in their high rate of denials. With the Trace system of tools there is no longer a fight. Information is stored in one place, indexed by patient and accessible system-wide. By partnering with Vyne Medical and implementing Trace software, St. Francis Medical Center saw firsthand what it was like to be armed with the tools that saved them considerable amounts of time and money.



384-bed hospital

Serves 1.2 million people in southeastern Los Angeles

Trauma hospital receiving mostly stop-loss accounts

### Refining Areas of Focus for Better Patient Care

"Trace has given our Case Managers more focused time for discharging patients. They can now discharge 3 or 4 in the time it used to take for one. This reduces our length of stay and is better for our patients." –Daisy Calderon



Connecting Disconnected Data™

*“Our process with Trace is to electronically capture the clinical information from our EMR and efax it directly to the insurance company. This has eliminated the issue of payers saying they didn’t receive the information and has dramatically reduced our denials as a result. We now use Trace to blast fax our reviews instead of faxing them individually to multiple providers. Now there is no more waiting for the fax to go through, calling to see if they received it or waiting on the fax confirmation.”*

**Daisy Calderon**  
Discharge Planner,  
St. Francis Medical  
Center

## Solution

St. Francis took a number of steps to put an end to denials. The hospital formed a denial committee that meets once a month to review denials for the quarter. In this meeting, the committee reviews cases to confirm that Case Management sent all the information required for authorization. St. Francis also implemented Trace, giving the Business Office access to information to overturn denials concurrently rather than fight them retrospectively.

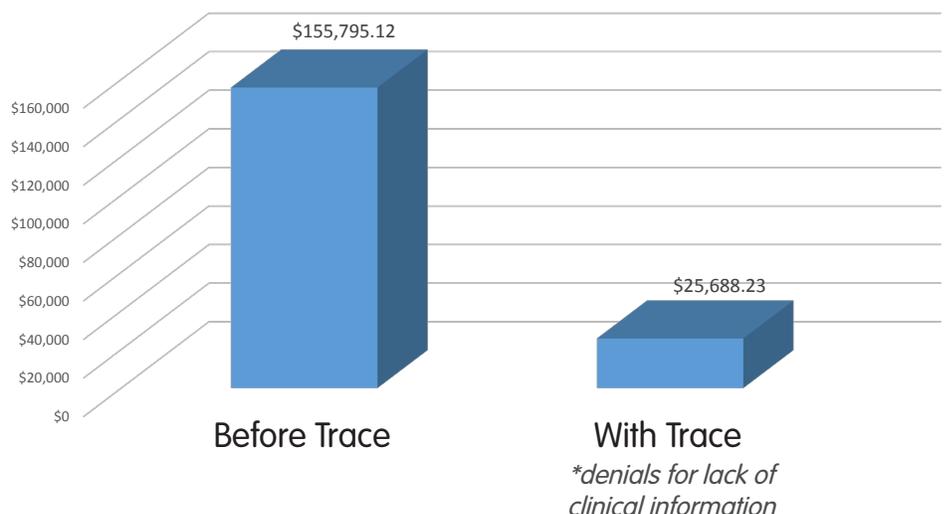
By having an electronic content management system that records and indexes phone calls, face-to-face conversations and faxes, the Business Office can now see everything that was faxed and catch anything that may be missing. If they do find information is missing, the Business Office can now fix the problem and re-fax the information themselves, rather than having to wait on Case Management. This helps reclassify the account before it falls into the denial category.

If the problem was that the fax didn’t go through, Trace helps to fix that as well by giving them the ability to re-fax it electronically.

## Reduction in Denials

After implementing Trace, St. Francis Medical Center saw a significant reduction in claims denied for lack of clinical information. With proof from Trace showing that Case Management has provided the correct information for authorization, the hospital is consistently able to overturn these denials. In the 3 years before Trace was implemented, St. Francis averaged \$155,795.12 a month in denials received for lack of clinical information. In the one year after Trace was implemented, that number dropped to an average of \$25,688.23 a month - an 84% reduction!

### St. Francis Medical Center Average Denial\* Amount per Month



One year after implementing Trace, St. Francis saw an **85%** reduction in the amount of denials based on lack of clinical information - a difference of over **\$130K** per month.

### Other Areas Benefited by Trace

Discharge planning is another area that has benefited from having Trace. Discharging a patient to the proper care facility often requires faxing a lengthy document to multiple facilities.

"We send reviews out to at least three providers for long term care and acute rehab referrals. Reviews are typically 25 pages or more, and we often had problems with faxes not going through," said Daisy Calderon.

Trace allows discharge planners to electronically blast fax to multiple facilities at one time. This means they no longer have to call to see if the fax went through or spend valuable time waiting to receive a confirmation.

### Overall Impact

Trace has saved St. Francis hundreds of thousands in denials each month, and it gives the hospital's Case Managers more time to focus on patients, payers and discharges.

According to Calderon, "Because we are spending less time tracking down paperwork to fight denials, we have more time for our patients and can focus more on rounding and discharge planning."

Contact Vyne Medical today and find out  
what gaps Trace can help bridge for your  
organization.

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