Skilled Nursing Facilities Billing Implementation

Prior to this project, Skilled Nursing Facilities (SNF) and their patients were being billed incorrectly 50 percent of the time because the standard process did not provide adequate guidelines for who to bill for specific services. This project explored additional ways to determine clearer and more standardized ways to bill to minimize patient and vendor dissatisfaction.

The primary root cause of this issue was lack of documentation to outline cases where the SNF was billed versus cases in which the patient and insurance company were billed. This lack of documentation left registration staff without the appropriate knowledge to determine how to register SNF patients based on the reason for each visit. The lack of a concrete registration process led to the inaccurate registration of patients, which ultimately led to improper billing.

During this project, a grid was developed that identified the specific ways to register different patient types and was presented to registration leadership and staff, who started using the grid each time they were presented with a patient. It became clear that if the SNF did not correctly express the level of patient care, therefor, billing could not be done appropriately. After reviewing the process to determine whether SNF were sending the required form detailing patient level of care, it was discovered that this necessary form was utilized only five percent of the time. Another workflow was then created to highlight the staffers who would be responsible for entering this information into EPIC.

Registration staff has now adopted the Process Manual to ensure that registration happens properly, which in turn heightens the level of billing accuracy. They also discuss the number of forms they are receiving from the SNF.