

Healthcare Management Systems, A Fi-Med Management Company

The Challenge

As a turnkey billing solutions provider for hospital-based physician groups, Healthcare Management Systems, A Fi-Med Management Company, handles a lot of paper — and Richard Usry was determined to put an end to it. For Usry, the senior VP and chief technical officer of the Virginia-based company, his staff was simply spending too much time searching for EOBs and other documents, and not enough time resolving requests from patients, insurance carriers and other third parties.

“You have to have somebody who gets up out of their seat, goes to the filing cabinet, tries to find the EOB — if it’s filed away in that file and filed correctly — then copy what they have to copy, mark out what shouldn’t go, and attach it to a form and send it,” Usry said. “There’s a lot of manual work and a lot of expense involved in doing that.”

In addition to the cost of time and manpower required to constantly retrieve and file necessary documents, HMS’ six offices throughout California, Wisconsin and Virginia each housed multiple file cabinets and boxes of archived storage, not to mention off-site storage space for records that had to be retained for upwards of five years.

The Solution

HMS was already using a scanning solution when Usry met eBridge’s CEO, Leslie Haywood, at an annual conference of the Radiology and Billing Management Association. While the company had already identified and acted to solve their paper-based productivity and storage problems, Usry thought their existing solution was too expensive and not as streamlined as he would like. Luckily, he had a client who could offer a stellar testimony to eBridge’s online document management solutions.



The Result

HMS been able to save about \$250 per month by eliminating two off-site storage centers, with plans to shed more this year. In addition, Usry said that eBridge’s streamlined service has resulted in a 25 percent increase in productivity among his staff. This is due not only to the reduction in time spent finding EOBs and attaching them to insurance forms, but also to the faster response from HMS employees who can now help patients understand their EOBs over the telephone without having to locate the physical form on their end.

“They didn’t have to put the patient on hold to try to find the EOB and go back to their desk with the paper copy to explain it,” he said. “They can help the patient and never leave their desk to get the paperwork.”

Today, about 85 percent of HMS’ clients are on eBridge, and the billing company uses the hosted system to store its intermediary materials, employee notices, PM reports and more. Not only that, but they can integrate eBridge with their existing practice management system, meaning employees can highlight a transaction — whether it’s a charge or a payment — from within and automatically pull associated documents up from their eBridge filing cabinets.

About eBridge

Since 2001, eBridge has helped businesses eliminate the waste, risk and inefficiencies of paper-based records and processes by digitizing and storing documents in a central online repository. Web-based file cabinets allow users to securely access documents from any computer with an Internet connection. To explore what eBridge can do for your business, visit us online at www.eBridge.com to read more case studies, or contact one of our industry experts at info@eBridge.com or (877) 676-6067.

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Background: Medical accounts receivable management
6 offices, 52 employees

Challenges: Time spent hunting down and filing EOBs
Unable to efficiently respond to patient requests
Multiple filing cabinets, boxes, and off-site storage

Result: 25% boost in productivity
One-call resolution to patient issues
Integration with practice management software