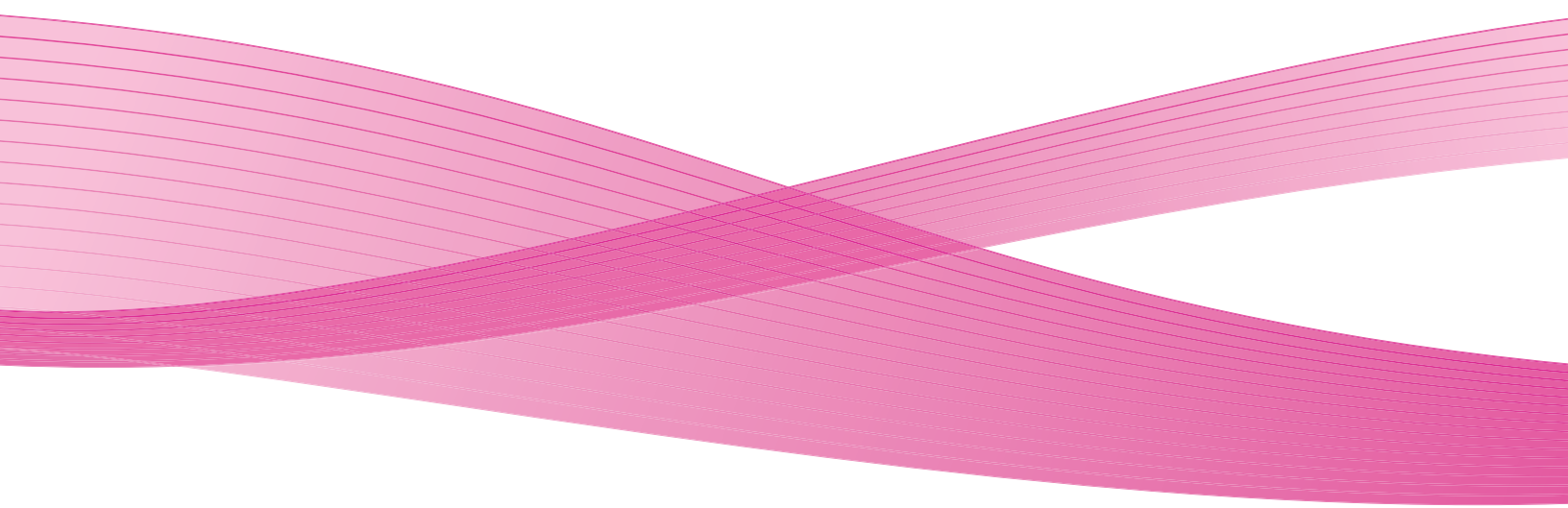
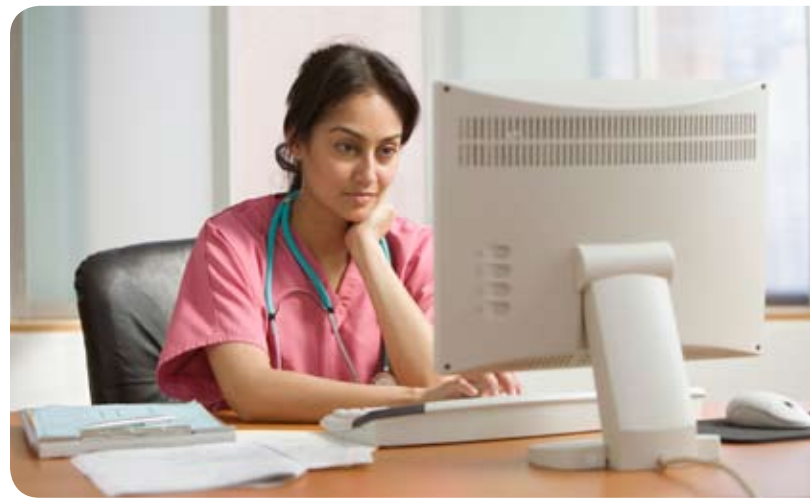


# How to improve productivity without increasing staff? We put on a clinic.

Our solution improved staff's  
credit balance productivity by  
53 percent...and saved 40,000  
hours in staff time.



# Our Credit Balance Analysis System automated huge volumes of accounts, so clinic staff could handle more in less time.

## The Challenge

As the Cleveland Clinic grew, so did the volume of its associated claim documents. The Cleveland Clinic Foundation (CCF), which provides patient financial services for the physician component of the organization, generated large daily volumes of Medicare and Medicaid credit balances, patient refunds and contractual allowance errors. It needed to address all of those in a more timely manner, without increasing its current staff.

## The Solution

CCG turned to us to provide a more efficient process for servicing its Medicare and Medicaid patients. We responded with our comprehensive account analysis software solution, the Credit Balance Analysis System (CBAS). We supported the solution with our own experienced resources, and offered both for a nominal monthly fee to CCF, and at no charge to CCF providers.

To further support CCF, we provided professional staff – at no cost to the client or its providers, – to resolve credit balances for contracted Blue Cross plans and commercial payers. Our staff applied the CBAS Scoring System to fully resolve credit balances for all these payers. The system was used to flag and assign credit balances based on such identifiers as: payer type, patient credit, account complexity and contractual allowance errors.

The CBAS Scoring Module automatically identifies and resolves selected credit balance accounts that result from contractual allowance errors.

## The Results

Our CBAS solution has improved CCF staff's credit balance productivity by 53 percent and automated huge volumes of credit balance accounts, with a projected savings of 40,000 hours in staff time.

CCF and its providers found our representatives to be educated, experienced and well-trained, and consistently met productivity standards. The client was also pleased that we resolved all credit balances for the payers, not just the large-dollar accounts.

**“By using CBAS, we have improved our staff's credit balance productivity by 53 percent.”**

**Suzanne Tschetter,**  
CPA Manager,  
Financial Reporting, CCF

You can learn more about us at [www.acs-inc.com](http://www.acs-inc.com).



**Sector:** Healthcare Payer

**Solution:** ACS Provides Software at Nominal Cost to Client

**Client:** Cleveland Clinic

**Challenge:** Improve Medicare and Medicaid processing without staffing increases

**Results:** Achieved 53 percent improvement in credit balance productivity

## The Bottom Line

As the Cleveland Clinic grew, so did its volume of associated claim documents. The Cleveland Clinic Foundation (CCF), which provides patient financial services for the physician component of the organization, turned to us to provide

a more efficient process for servicing Medicare and Medicaid patients. Our solution improved CCF staff's credit balance productivity by 53 percent, automated credit balance accounts and saved 40,000 hours in staff time.