

Banner Health

Banner Health partnered with Experian Health to automate manual patient access processes and create a more efficient, accurate experience for patients and patient access staff.

Client

Banner Health is one of the largest nonprofit hospital systems in the country, with:

400+ Locations

29 Acute Care Hospitals

3 Academic Medical Centers

10,000+ Physicians

1M+ Unique Patients

Challenge

Banner Health was leveraging several different technologies to improve patient access, but not every system was integrated, and a large portion of front-end processes were still manual. The resulting redundancies led to a high volume of initial denials due to registration errors and significant wait times, which impacted the experience of both patients and patient access staff (PAS).

With patient access being a top priority for the system, Banner Health embarked on its "Revenue Cycle Modernization Project," scheduled to be carried out in phases.

Solution partner selection and rollout strategy

When selecting a partner for front-end optimization, Banner Health had two major requirements: the solution would have to decrease the rate of denied claims associated with the registration process while improving the patient access team's user-experience, and it would need to integrate into future plans to upgrade the system's Cerner electronic medical record (EMR) and revenue cycle management modules.

After vetting multiple solution partners and system design scenarios, Banner Health chose Experian Health for several reasons. With its partnership integration with Cerner, Experian Health could best deliver the needed functionality up front and also adapt to future platform modifications. Experian Health was also the only partner able to seamlessly implement and scale such a project across a multi-facility, multi-region health system.

To promote user adoption and a more seamless integration across each of the organization's three regions, Banner Health chose to execute its Revenue Cycle Modernization Project in phases. For phase one, Banner Health first introduced and rolled out Experian Health's eCare NEXT® platform to its largest region. As PAS in that region grew accustomed to the platform, additional functionalities were added while eCare NEXT was then introduced to the next region. This unique, staggered approach for implementation allowed for Banner Health to complete its front-end go-live and optimization events for 29 hospitals across five states all in an expedited and efficient time period.

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Resolution

Integrating directly with Banner Health's acute and ambulatory electronic health records (EHRs), eCare NEXT automates manual patient access processes, including registration, patient estimates, medical necessity and financial clearance, using a single platform. The innovative, exception-based technology automates up to 80% of an organization's preregistration workflow, increases registration accuracy, provides more accurate patient estimates and, most importantly, reduces the number of denials on the front end.

Results

Banner Health has benefited by incorporating a mix of Experian Health products that integrate directly and collaborate with other technologies and workflows already in place.

With eCare NEXT, initial denials due to eligibility errors have been reduced by \$30 million in the first quarter alone since going live with Experian Health.

\$30M
DECREASE IN
ELIGIBILITY ERRORS



Banner Health was able to increase the number of patient estimates being performed prior to care, across all service lines. With more accurate estimates, Banner Health has seen significant cost savings on the front end from more efficient coverage discovery. In fact, the system is consistently finding 30%+ unique or new coverage in the patient access workflow.

Staff engagement and overall satisfaction have improved dramatically with the reduction of systems and logins required for patient intake. Automation has greatly reduced manual inputs, enabling access staff to focus more on the patient.

“Our partnership with Experian Health helps Banner Health's revenue cycle team deliver on its mission of “getting it right, at the right time, every time.”

—Becky Peters, Executive Director of Patient Access Services, Banner Health

30+%
UNIQUE OR NEW
COVERAGE



INCREASED STAFF
ENGAGEMENT AND
SATISFACTION

Experian Health products in play

- eCare NEXT® with Premium Eligibility
- Registration QA
- Coverage Discovery®
- Medical Necessity
- Patient Estimates
- Self-Service Patient Estimates