



Get the most from your workflow with 276/277 claims status

Accelerating cash flow and reducing A/R days with real-time 276/277 claim status

Where healthcare **connects**.

Challenge

A large health system representing more than 2,000 physicians, 1,700 hospital beds, and 200 outpatient facilities in the Midwest was looking for ways to streamline their revenue cycle in their Epic EHR system. They wanted to explore using real-time 276/277 claim status inquiries to augment their current claim status process and more quickly identify claims that needed attention, before the traditional payer response.

Solution

Working with Availity, this health system implemented real-time 276/277 automated updates, sending a standard 276 claim status request to the payer at days five, seven, 10, and 14. This provided advanced visibility into claim status without manual intervention, enabling the health system be more proactive and efficient. Focusing attention on problem claims sooner immediately accelerated cash flow, reduced time to collect, and reduced days in Accounts Receivable (A/R).

Results



Accelerated cash by more than \$4 million in the first month post-implementation



Reduced A/R days by 9 over the near 2-year project



Prioritized claims that needed attention and saved hundreds of days of FTE productivity



This process helps prioritize the work in your existing Epic workflow, allowing you to optimize your revenue cycle in Epic screens. This project adds to a lengthy list of clients across the country, both hospitals and physician practices that leverage Availity for workflow enhancement, automation, and system optimization.



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Learn more

To learn more about Availity's 276/277 Claim Status Update capabilities, contact your account management team or visit www.availity.com.