

# CUSTOMER SUCCESS STORY



## Streamlining Data Reporting for Primary Care Centers of Eastern Kentucky

### The Challenge

Primary Care Centers of Eastern Kentucky, LLC (PCCEK), a diverse healthcare practice with specialties including family practice, OB/GYN, pediatrics, diabetes, urgent care, geriatrics, and behavioral health, faced an administrative and data analysis challenge. The Kentucky Medicaid program required PCCEK, with its 31 providers and four clinics, to reconcile every line-item transaction from several managed care payers with Medicaid balance payments over a three-year span. The massive amount of data and constantly changing payer requirements complicated the process.

### The Solution

To address their issue, PCCEK turned to the eClinicalWorks HBI (Healthcare Business Intelligence) team to create a custom solution:

#### HMO without Medicare with Zero Payments Included

This report aimed to reconcile every line item from various Kentucky Medicaid Managed Care Organizations (MCOs) for three years.

The detailed report provided separate data for diverse groups, providers, patients, claims, line items, payments, ICN numbers on each line item, and identifying and counting face-to-face encounters with providers.

#### HMO with Medicare

Like the first report, this one provided additional details for claims secondary to Medicare, including all Medicare payment data.

### The Results

PCCEK achieved an accurate and timely reconciliation process. The custom reports enabled PCCEK to confirm the number of face-to-face encounters and the dollars paid by all MCO payers, including balances from Medicaid. When the state randomly chose encounters for backup, PCCEK could provide proof for every transaction using these custom reports, preventing potentially devastating financial recoupment based on MCO inaccuracies.

## The involvement of eClinicalWorks HBI Services and eBO was instrumental in the success achieved by PCCEK.

The eClinicalWorks HBI team helped PCCEK create and manage custom reports involving massive amounts of data across multiple clinics, a challenge that was beyond the capacity of the technologies they had been using. Despite the complexity of the task, the HBI team's patience and close collaboration greatly enhanced the final product, provided peace of mind to PCCEK staff, and allowed the practice to complete the reconciliation process accurately and on time. PCCEK avoided a potential loss of millions of dollars and was able to receive appropriate compensation.

### About eClinicalWorks Business Intelligence Services

eClinicalWorks Business Optimizer (eBO) healthcare and the industry's need for reporting are changing rapidly. eBO gives clients an easy way to gain insight into their data. Offering a comprehensive suite of canned reports and an ever-expanding list of metadata, eBO gives practices all the tools necessary for success.

eClinicalWorks Healthcare Business Intelligence (HBI) Services allows healthcare practices to redefine how they run reports. Clients using

optimization services work directly with an assigned HBI Data Analyst to understand how to leverage healthcare data to improve everything from productivity to workflows. This expert will use the power of eBO to satisfy any data need your practice has, whether you're looking for active dashboards or more intricate tabular reports. An HBI consultant can also train clients how to create their own custom reports as well as creating custom reports that are required.



Creating and managing these reports was an immense task, involving thousands of kilobytes of data across multiple clinics, stretching Excel's capabilities. Handling this data would have been impossible without these reports and our team's dedication to working 12- to 14-hour shifts. This task was further complicated due to its high stakes nature, with millions of dollars on the line due to HMOs and Medicaid claim processing issues. The involvement of the HBI Team was instrumental. Despite the complexity of the task, their patience and close collaboration greatly enhanced the final product, providing personal peace of mind and ensuring its accuracy. This process not only saved our clinics from potentially losing millions but also confirmed the accuracy of our data, leading to appropriate compensation. Their dedication significantly contributed to the success of our operation.

– Shelia Bowling, Billing Manager  
Primary Care Centers of Eastern Kentucky