

# Integrate EMR and Charge Capture solution to reduce late charges, extend resources



## Business issue

The provider sought to streamline redundant work process flows and eliminate extra work burden on staff due to late charges



## Problem

Productivity issues due to increasing late charges and redundant functions between CCA and Epic

In 2017, 55 percent of ignored exceptions were false positives resulting from late charges

Created extra work and billable items were held in work queue for days



## Solution

nThrive collaborated with the provider to integrate CCA with Epic, which has simplified processes and lessened the strain on resources

The integration eliminates the need to access both Epic and CCA

Notes entered in Epic are shared with CCA



## Value

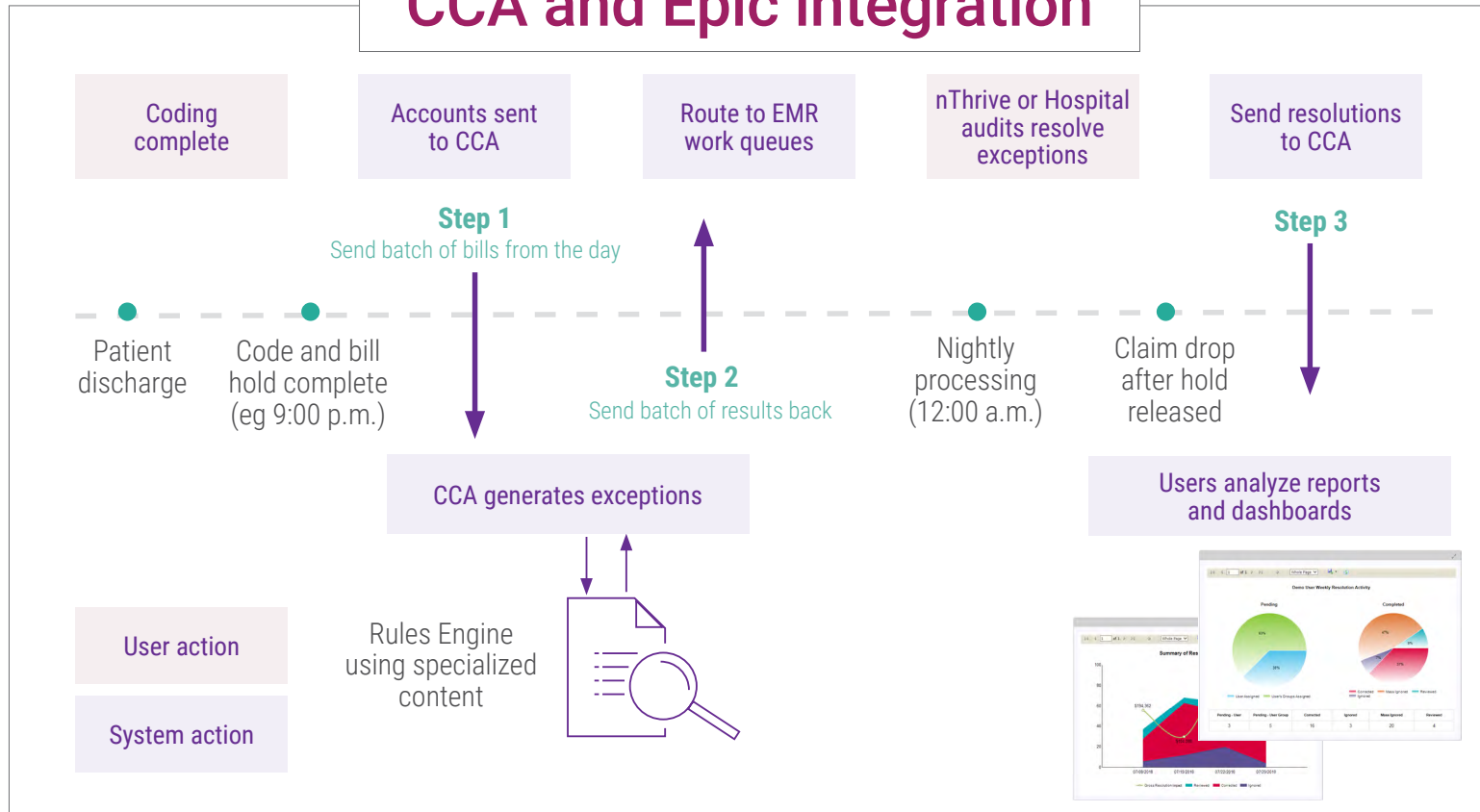
The integration and new processes resulted in a 33 percent decrease in manually touched charge items, which has improved operational efficiency and in a 26 hour-a-week time savings from single login



**33%**  
reduction

in manually touched charge items after **five months** of CCA/Epic integration

# CCA and Epic integration



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