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.

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CCA and Epic integration

- Coding complete
- Accounts sent to CCA
- Route to EMR work queues
- nThrive or Hospital audits resolve exceptions
- Send resolutions to CCA

**Step 1**
- Patient discharge
- Code and bill hold complete (eg 9:00 p.m.)
- CCA generates exceptions

**Step 2**
- Send batch of results back
- Users analyze reports and dashboards

**Step 3**
- Nightly processing (12:00 a.m.)
- Claim drop after hold released

User action
- Rules Engine using specialized content

System action