

EDI- Long Term Lessons Learned



Pacific Clinics

ADVANCING BEHAVIORAL HEALTHCARE

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Agency Overview

- **Types of Programs**

Adult, Children, School Based, Day Tx etc

- **FSP?**

Yes

- **Service Location Clinicians Clients**

55+

800+

12,000+

- **Softwares Systems**

In process for selecting a complete EHR/EDI system

Operational and Organizational Changes

- **We were already doing electronic submissions to MIS before IS, so not a big change there**
- **Currently we are using an EDI Billing software from Healthcare Technologies to do 837 transactions because our current system is not able to do 837 transactions.**
- **Revenue Management Department was created for Centralized reconciliation**

Budget and Costs

- **Ongoing external cost of 10,000/month**
- **No initial or setup cost**

Benefits and Expectations

Benefits

- **After some initial configuration changes and data clean up it is much less work than before EDI**
- **Less than 1% rejections rate**

Expectations

- **Electronic reconciliation using 835 transactions currently we are doing manual reconciliation**
- **Less medical denials in the future**

Lessons Learned

- **Big agencies with different programs, should use a vendor who understands LA county's EDI specs and requirements.**
- **Small agencies with one or two types of programs can do with any vendor.**

Questions?

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