

# Automation helps dental school with timely filing of high volume of insurance claims.



## CASE HIGHLIGHTS

<b>Profiled Organization:</b>	Meharry Medical College School of Dentistry
<b>Challenge:</b>	To file approximately 50 dental insurance claims daily using patient data from AxiUm clinic management software.
<b>Solution:</b>	At 6 PM daily, Automation Anywhere batches all claims for the day and sends them to Emdeon solutions for processing with insurance payers.
<b>Benefits:</b>	Automation has helped the dental college accomplish in a matter of minutes what used to take about an hour to do manually — i.e. keep up-to-date with claims filing.

## BACKGROUND

Meharry Medical College of Nashville, Tennessee is an independent, historically black academic health center dedicated to educating minority health professionals. Established in 1876 as the Meharry Medical Department of Central Tennessee College by the Freedmen's Aid Society of the Methodist Church to train freed slaves in the practice of medicine, the college and its School of Dentistry still operate under a mandate to serve minority and underserved communities.

At any given time, the School of Dentistry has approximately 100 clinical students receiving hands-on training not only in general dentistry but also in orthodontics, endodontics, periodontics, and pediatric dentistry. When you consider that the average dental office operates with two dentists, the volume of patients at the Meharry Dental Clinic is huge, as is the amount of paperwork associated with it.

## CREATING THE PAPERLESS CLINIC

Steven Brady joined Meharry Medical College in 2007 as the Associate Dean of Business and Finance. Charged with managing the finances for the schools of dentistry and graduate studies, Brady started to look at increasing efficiencies with routine but essential processes. As a first step, the school purchased a software package called AxiUm to handle the clinical and operational functions so that they could go paperless all round, including filing insurance claims electronically.

Dental students use the software to record each procedure they do — such as, a root canal or a crown replacement — which is reviewed and approved by faculty before the patient file is sent to the billing office for insurance claim filing. Unfortunately, AxiUm is not able to file claims automatically, so someone has to send them out manually at the end of each day to the clearing house from where each claim is sent to the appropriate insurance company.

*“By automating the dental insurance claims filing, we save about \$10,000 a year in salary costs.”*

*- Steven Brady,  
Associate Dean of  
Business and Finance,  
Meharry School of Dentistry*

*“Beyond the money savings, Automation Anywhere has eliminated the stress of ensuring that claims are filed daily and routinely.”*

*- Steven Brady,  
Associate Dean of  
Business and Finance,  
Meharry School of Dentistry*

*“Automation Anywhere is set up to run at 6 PM daily. In a matter of minutes, I receive an email on my Blackberry that the claims have been filed.”*

*- Steven Brady,  
Associate Dean of  
Business and Finance,  
Meharry School of Dentistry*

Since the dental school processed approximately 50 claims per day, it took a person about an hour each evening to send out the daily batch. Additionally, if the person who usually processed the claims was away, the billing office had to either find someone else to do the job or postpone filing the claims for a day or more — not the best scenario for accounts receivable.

#### **AA MAKES THE DEAN’S LIST**

Brady had no experience with automation but he had heard that it was possible to automate certain routine tasks. An online search yielded two prospects that Brady thought might suit their needs. Automation Anywhere was one of them and it came highly recommended by the school’s IT department for its functionality. In particular, its ease of use and reliability.

Running off Brady’s PC, Automation Anywhere logs onto the AxiUm system at 6 PM each working day, gathers all the claims for that day in one batch, and sends it off to Emdeon, a revenue and payment cycle management solution for payers and providers of healthcare. At about 6:05 PM, Brady receives an email on his Blackberry letting him know that the claims have been processed and sent.

“Automation has definitely made us more efficient but above all it has brought me peace of mind because I know that the claims will go out each day, regardless of whether someone is at the office,” says Brady.

#### **GOOD THINGS COME IN FIVES**

The billing office started using Automation Anywhere in October 2009 and in less than a month Brady was able to assess that they would save around \$10,000 per year in labor costs alone. He was glad he had started out by purchasing five licenses because he soon began to think about other potential time- and labor-saving uses for the software.

One very obvious potential use was the handling of canned reports for clinical operations — such as a report that shows the line-up of patients for the day, plus information on who has checked in and who is a no-show. At present, the clinic office staff spends 15 to 20 minutes at the start of each day looking up the patients for the day.

Brady would like to have a report on the patients of the day emailed to the clinic office staff first thing each morning, so that they have all the patient information they need for the day right there at their fingertips.



#### **PRODUCT INFORMATION: AUTOMATION ANYWHERE**

Automation Anywhere is an intelligent automation software for business & IT tasks. No programming required. Features include state of the art drag and drop automation, remote deployment, Visualizer, Workflow designer, image recognition and much more. Free trial available. Read more about this product at <http://www.AutomationAnywhere.com> or call our sales hotline +1-888-484-3535.