

From an expert on this expensive and complex function: **Managing Receivables**

Catholic Health Services experience and share technical information and diagrams showing system connections.

Direct Integration – Moving to the Next Level of Efficiency

Julie Utz, Client Services Coordinator, explains why and how your facility can take advantage of direct integration between Keane Care RAM and clinicals.

Security – How to Set Up Applications to Protect Your System

Kirk Hart, Senior Customer Service Technician, reviews how to set up security access levels for users and/or groups of users.

Best Practices/ Networking Sessions

Successfully Integrating VistaKEANE AR and clinicals

Aimee Casale, Financial Analyst; Jackie Fratus, A/R Supervisor; and Nancy Welch, Health Information Consultant, of Welch Healthcare & Retirement Group, share the step-by-step process they followed to integrate clinical and financial software in Welch SNF, Adult Day, and Assisted Living sites. They cover creating an implementation team, key players, timelines, training, and the benefits.

Keane Insider: Tour of Keane Care's Clients-Only Website

Brian J. Dimit, Sales Support Manager, highlights the attractions of the Insider, including pages for the Users' Groups, system specifications, FTP site instructions, and KC-Solutions (users' listserv). Choose a product. The knowledge base, organized by product includes Alerts, Issues, Troubleshooting, How To's, and Setup & Installation information.

Judging by the number of attendees at this session, reimbursement is an important topic for LTC staff in business offices and corporate financial areas. Lana Waud, CPA (inactive), CMS, President and CEO of SNF Solutions, presented down-to-earth information on how to manage receivables based on her 20 years of accounting experience, including 12 years devoted to LTC.

View her PowerPoint in the Client Conference section of the Insider (password required):

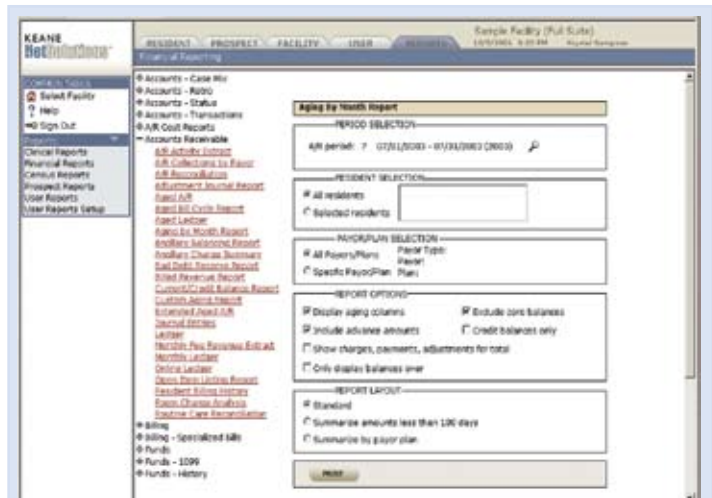
<https://keanecare.com/insider/insider.asp>

According to Lana, the first component of successful receivables management is an AR Manager with common sense and flexibility who is self motivated and doesn't get overwhelmed. A great tool to help the AR manager understand AR balances is the Aging by Month report from RAM software that shows residents, dollars by period, and balances by payor. She said it is also useful when downloaded to a spreadsheet.

Lana offers tips on verifying the accuracy of aging amounts such as being aware of how aging makes debit and credit offsets look better. Review credit balances because clearing up credits could bring to light other balances due. Never refund until the account is analyzed and you get paid.

"Collections start at admission," said Lana, stressing the importance of sufficient and accurate registration information to correct billing.

Workflow review and adjustment may be needed to improve results. She has seen good results from cross-training staff. For example, asking Admissions employees to contact a managed care company regarding



The Aging by Month report from RAM is a valuable tool for providing complete information on receivables.

collections, and assigning Billing staff to work with family members.

She also recommends verifying coverage with Medicare, but because they may not be current, ask the resident about previous nursing home stays. Be specific about co-insurance; make a copy of the card for the billing address.

Lana summarized her most important points: hire and keep a good Business Office Manager, keep on top of problems, and adjust workflow to minimize collections problems.

You can contact Lana Waud at SNF Solutions, Winter Springs, FL, 407-977-8878 and www.snf-solutions.com.