

Overview - Integrating Health Care patient eligibility with our health care provider system to provide real-time eligibility in the blink of an eye.

Challenge - The Ventura County Health Care Plan (VCHCP), like any health insurance company, has always received a high volume of eligibility calls. In November, 2016, VCHCP was faced with a 20% reduction in staff, with no reduction in call volume or call metric standards. In addition, Hospital and Clinic staff resources spent a considerable amount of time calling the Plan for eligibility. There were times a provider's office would call the Health Plan to verify eligibility on as many as ten to fifteen (10-15) members during one call. This process was time-consuming for both the Provider's office and the Health Plan, because every call needed to be documented and each member's information had to be looked up by the Member Services Representative.

Innovative Solution - Integrate our VCHCP Insurance eligibility verification process with an application that is:

- 1) Quicker than a phone call
- 2) Easy to use
- 3) Available 24/7

Our Eligibility Application has the potential for saving expenses also on the provider side while improving the eligibility verification process. Instead of having to call the Health Plan to speak with a Customer Services Representative to obtain eligibility, this application was created to be placed on the computer desktops in medical provider offices whereby a provider's office can click on the application and pull up eligibility instantly. It is real-time and interfaces directly with the eligibility records at the Health Plan.

Cost Effectiveness - The Industry average, as reported in the 2016, CAQH Index (a report of healthcare Industry Adoption of Electronic Business Transactions & Cost Savings) indicates it costs \$8.39 per eligibility/benefit verification call, compared to .49 if done electronically. This solution uses existing infrastructure and allows us to save money and resources!

Results - Real-time eligibility has led to a decrease in eligibility-related errors due to “timing” and improved overall customer service, including a reduction in call volume. The Eligibility Application has been integrated into existing workflows seamlessly in 31 Ventura County Medical Center (VCMC) clinics, as well as 2 hospitals, while having a dynamic impact on call volumes. In the first five (5) months of the application being rolled out, we have had over 3,100 fewer eligibility calls (a 22.5% reduction) compared to the same period in (January – May) 2016. During the busiest time of the year for new eligibility calls (January – March) the savings was actually higher – a 39.2% reduction in eligibility call volume. Since January 1, 2017, there have been over 23,000 requests on the application. We recognize that each request does not necessarily equate to a single call, but it certainly speaks to the frequency with which the application is accessed.

Project or Program Contact –

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