



NaviNet

Where healthcare comes together.



“NaviNet Medicare Eligibility gives us accurate administrative information for patients on hand when they arrive at the practice, which helps us ensure that they receive timely, thorough care.”

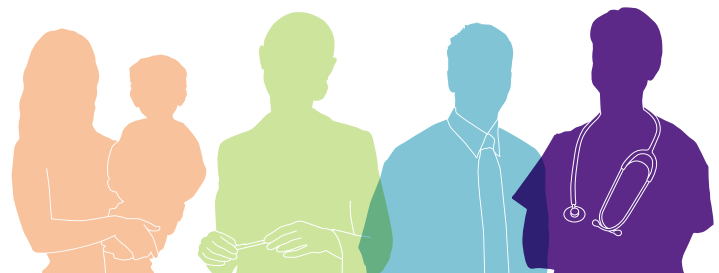
- Cindy Schultz, Billing Supervisor

Apple Hill Vascular Associates reaps the benefits of NaviNet Medicare Eligibility

York, Pennsylvania-based Apple Hill Vascular Associates, LTD, a full-service, full-time vascular surgery practice, is dedicated to delivering the highest quality vascular surgical care to its patients using the most technologically advanced and integrated procedures in the most cost effective, efficient and compassionate manner. To fulfill its mission to “always put the patient first,” Apple Hill Vascular Associates’ team of practice administrators strives to ensure that daily administrative tasks are completed most efficiently, lending more time to assist the practice’s two physicians and its PA, and address larger administrative issues.

A vast majority of Apple Hill Vascular Associates’ patients, approximately 90 percent, are insured by Medicare. Cindy Shultz, a supervisor in the practice’s billing department, explained the difficulty the administrative staff would have when trying to determine patients’ Medicare coverage. Shultz said, “Patients know they are covered by Medicare, but in many cases this is not their primary or only plan. Our staff needs to have accurate, up-to-date information from Medicare on hand to be able to determine co-pay amounts, benefits and deductibles.”

Historically, Apple Hill Vascular Associates had connected with Medicare via fax, mail or phone. According to Shultz, these methods were quite time consuming: “Not only does Medicare limit the number of transactions you can complete during a single call, the automated phone system was difficult to use and information was not always entered correctly,” she said. “And we needed to enter our NPI, tax ID and a unique practice pin every time we called, prior to even accessing patient data.”



NaviNet Medicare Eligibility decreases time spent on the phone

To improve its interactions with Medicare and streamline office business processes in the meantime, Apple Hill Vascular Associates enrolled in NaviNet, America's largest real-time healthcare communications network, and began using NaviNet Medicare Eligibility, a low-cost, easy-to-use Web-based solution that facilitates electronic access to patient eligibility and benefits information from Medicare. "With NaviNet Medicare Eligibility," Shultz said, "our practice's administrative staff has significantly decreased the amount of time they spend on the phone with Medicare, eliminating all calls for routine eligibility and benefits checks."

Accurate administrative information, ensures timely care

"The NaviNet interface is so easy to use. Users simply log on once, using their unique NaviNet user ID, and can then access patient data at any point during the day," Shultz explains. "Once we're logged onto the portal, we can get patient information in less than two minutes. And we trust the data. We know we're getting information for the right patient because we enter the patient name, date of birth and social security number."

Shultz concluded: "NaviNet Medicare Eligibility gives us accurate administrative information for patients on hand when they arrive at the practice, which helps us ensure that they receive timely, thorough care."

The NaviNet story

NaviNet was founded in 1998 on the basis that America's healthcare industry can be made more inclusive, transparent and cost-effective by connecting providers, health plans and industry partners in real-time. NaviNet is deeply committed and singularly focused on this vision and has worked for more than a decade to make this powerful concept a reality. Today, NaviNet is America's largest real-time healthcare communications network. We foster collaboration and help government, health plans and providers improve the quality of healthcare and reduce its cost. How? By securely linking over 800,000 providers – as well as our nation's leading health plans and industry partners – through a single, secure Web portal. In a time when access to healthcare is a critical issue, NaviNet's advanced solutions, services and expertise streamline all our participants' business processes and drive industry-leading innovation.



NaviNet

Where healthcare comes together.

Eight Cambridge Center
Cambridge, MA 02142
800-805-7569 TEL | 617-715-7800 FAX
www.NaviNet.net

Copyright © 2009 NaviNet, Inc. All rights reserved.
NaviNet® is a registered trademark of NaviNet, Inc.
prcs2-1209

