

New Bedford Corporation

Overview

New Bedford Corporation faced the daily task of tediously entering patient care data into their Vitera Intergy Practice Management application by hand. Every week, thousands of medical charges – records with up to 40 different pieces of information including name, address, and specific treatment – from New Bedford’s 50 healthcare provider-customers were received, keyed into Intergy, and cross-checked for accuracy and insurance information. In doing so, the company risked keying errors, delays, and the legal implications inherent in handling sensitive medical information, not to mention the cost of employing workers to perform the job.

“It was a manual process, but for us, it’s not simply about entering information.” explains Jonathan Ferrell, president of New Bedford. “Sometimes the patient’s demographic information does not exist in our database and we need to request it from the provider. Sometimes we receive duplicate charges, or tracking charges that shouldn’t be billed to insurance at all. There are decisions to be made along the way.”

After a careful evaluation of effectiveness, quality, ease-of-use, value, and customer support, New Bedford Corporation chose Foxtrot software from EnableSoft to automate their billing-data entry, which dramatically improved their productivity.

The Challenge

Currently, New Bedford employees personally review patient records, recording and manually entering data like patient name, location, and treatment into their proprietary billing software. Here, codes and costs are assigned automatically and the records are exported daily as a Microsoft Excel™ spreadsheet.

New Bedford’s previous process called for the exported data to be entered manually into Intergy. At up to 30 seconds for each of up to 1,000 records daily, New Bedford sometimes needed as many as 8 hours each day to load patient and billing data by hand.

The Foxtrot Solution

Foxtrot now automatically copies patient data from New Bedford’s proprietary billing system and enters it into Intergy at a rate of up to 6 records per minute – a 62 percent time savings versus manual entry – just as if a human were performing the actions themselves. Moreover, FoxtrotOne works overnight, so employees are

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President
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free during working hours to build value in other ways. “We can commit more time to other activities like following up with insurance companies for payment. This results in even greater revenue collected on the back end.” says Ferrell.

Reduced Cost and Improved Accuracy

Foxtrot performs like an Automated Employee™. New Bedford estimates that FoxtrotOne spares them from adding two full-time employees to perform their data entry tasks - a savings of up to \$70,000 per year. And, just like a full-time employee would, FoxtrotOne reacts intelligently to the data it encounters. Unlike a full-time employee, FoxtrotOne enters the data with 100 percent accuracy.

“If a patient doesn’t exist in our system, Foxtrot writes an error log. If there is a tracking charge that shouldn’t be billed to insurance, for example, FoxtrotOne marks that charge directly to ‘patient responsibility.” continued Ferrell. “Foxtrot reacts when a problem is caught. We call that intelligent data entry.”

About New Bedford Corporation

New Bedford provides Practice Management, Billing, Coding, EMR Auditing, Provider Enrollment, and other services to healthcare providers throughout the Southeast and Mid-Atlantic regions. Their mission is to develop long-lasting business relationships with healthcare providers by developing high-quality back-office services in ways that adhere to their core company values.

About EnableSoft Inc.

Since 1995 Orlando, Florida-based EnableSoft Inc. has been helping organizations automate one of their most important strategic assets: data. Foxtrot software from EnableSoft works like an Automated Employee™, intelligently performing data entry, maintenance, integration, migration, and virtually any other data-related task that can be accomplished with a mouse and keyboard, automatically and with 100 percent accuracy. Foxtrot software is already empowering nearly 500 institutions across 14 industries and 4 continents, including leaders in banking, healthcare, manufacturing, and elsewhere, to automate the movement of data across virtually any platform with zero coding required. With Foxtrot, organizations enjoy true newfound productivity and real cost savings - today.

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