Automated billing processes leads to more billing revenue at Western Health

Western Health has been a client of CBS since 2020 utilising our patient billing application ChargePro and our clinical costing application Costpro. Based in Melbourne, Victoria, Western Health manages four acute hospitals at Footscray, Sunshine, Williamstown and Bachus Marsh, servicing a catchment population of nearly 900,000 and employs more than 11,000 staff.

Highlights

- Replaced Legacy billing application with ChargePro reducing manual processes leading to a mostly automated process
- Enabled billing of historical unbilled revenue
- Provided a greater understanding of private patient billing, resulting in revenue and cash management

Initiative

Western Health had a number of legacy and disparate billing applications leading to manual and complex billing procedures. Consequently, this resulted in significant operational challenges in understanding their billing footprint and resulting in a poor patient billing experience.

They sought a consolidated billing application that would not only greatly improve the processes and maximise the revenue opportunities, but a modern and intuitive application that was easy for end users.

Outcome

The majority of private patient billing is now billed and managed by ChargePro, with the exception being pharmacy.

This has led to automated billing, with integration to ECLIPSE (Electronic Claim Lodgement and Information Processing Service Environment) and Medicare Online Web-based Services, resulting in a significant reduction in manual processes and intervention, more timely billing and a superior patient billing experience.

A richness of data completeness and transparency provides accurate billing, maximisation of revenue and better cash management.

The underlying data used for billing is also used for patient episode costing giving the ability to understand the cost of services provided and the resulting margin for each patient episode of care.

Endorsement

"ChargePro has enabled Western Health to automate the majority of our billing activity, allowing a seamless flow of information from clinician to finance. We have streamlined internal workflows and processes to focus on maximising revenue.

ChargePro is an intuitive tool to use and gives us great clarity on what needs to be billed, what has been billed, and everything in between. We've consolidated and simplified our billing giving us great end to end visibility throughout the billing process.

When a patient calls, we can easily provide an update on their outstanding accounts as all invoices are raised on one system not spread across numerous systems.

We greatly appreciate the professionalism, experience, engagement, commitment and ongoing support from CBS.

Brenton Moore, Revenue Supervisor, Western Health