

## Saint Luke's Surgicenter - Lee's Summit maximized collections, decreased denials, and improved their revenue cycle efficiency.

Saint Luke's Surgicenter, located in Lee's Summit, MO, has been providing patients with high quality, individualized care since 2006. This multi-specialty, 60,000-square-foot outpatient facility sees in excess of 1,000 patients per month, and prides themselves on their advanced medical technology, highly qualified nursing staff, and a relaxed atmosphere with all the patient amenities.

### The Challenge

Saint Luke's Surgicenter – Lee's Summit has long recognized the importance of patient financial counseling. Processes had been put in place to verify insurance, calculate cost shares and educate the patient prior to the date of service. That process, however, was highly manual, inefficient and if mistakes were made or patients fell through the cracks they were at risk of losing revenue and upsetting the patient. Despite being a mature facility, Saint Luke's Surgicenter – Lee's Summit was also experiencing unprecedented growth. Greater stress was being placed on the business office staff and help was needed to improve workflow efficiency; estimation accuracy, communication and pre-collections efficacy; patient experience and employee satisfaction.

### The Solution & Outcome

Since implementing Clariti Health's verification and estimation solutions, Saint Luke's Surgicenter – Lee's Summit has seen a substantial improvement in their bottom line. They have also experienced:

- Significant increase in upfront collections and a decrease in denials
- Streamlined process for identifying noncovered procedures, out-of-network carriers, and demographic conflicts
- Reduced patient stress and improved understanding of their financial responsibility
- Maintenance of insurance contracts by our experienced and dependable team

*Incorporating Clariti into our workflow was one of the best decisions that we have made. Clariti ensures that we are in constant communication with each one of our patients, helping us deliver the best education and care before they even make it to our facility.*