UHealth

Epic CLM integration streamlines healthcare billing and contracts

Business Overview

Recognized at both the regional and national level, The University of Miami Health System (UHealth) is the largest medical provider in South Florida. Bolstered by the University of Miami Leonard M. Miller School of Medicine's innovative research, UHealth incorporates patient care with advanced clinical trials. As the region's first university-owned hospital network, UHealth brings ground-breaking innovation to the field of medicine while cultivating the next generation of providers.

Challenges

UHealth's network is made up of 33 separate sites spread across 4 counties. With more than 1,200 doctors and scientists and 700 medical students focused on all stages of patient care, it's imperative that operations run smoothly. Streamlined communication across the teams is also increasingly critical to success.

UHealth had a contract lifecycle management (CLM) solution in place to oversee their more than 500 vendors, or "payors," which include insurance companies, hospitals, and other organizations accountable for payments. The MediTract solution was designed specifically to serve the needs of the healthcare community. Unfortunately, after ten years of use, it had become little more than a database dump. If UHealth's operations were to continue to grow, they needed a system that would provide real-time assistance to the contract managers and allow them to interface effectively with their vendors.

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"We wanted a way to associate the actions and exchanges with our vendors with the actual contracts and to be able to compare them," UHealth Data Architect James Anderson said. "We also needed to give visibility of the contracts to our central billing office and other teams across our network."

Beyond improved visibility and efficiency, James and his team wanted to implement a CLM solution that could keep step with other technological

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UNIVERSITY OF MIAMI HEALTH SYSTEM

Industry
- Healthcare

Challenges
- Incumbent contract lifecycle management (CLM) system functioned only as a database dump
- CLM provider made it difficult to transfer data and charged for every end user license
- Needed to increase visibility of contracts to all team members across the healthcare network
- Required integration with medical record software Epic to ensure accuracy of billing

Agiloft Benefits
- Seamless, automated migration of legacy data
- Integration with Epic medical software unifies billing and contracts across major healthcare network
- Phased implementation reduces interruptions to operations while driving future efficiencies
- Improved contract ownership as visibility and user-friendly features boosted adoption

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changes in the healthcare industry. Specifically, they set their sights on a solution that could integrate with the medical record software Epic—which now hosts the records of more than 250 million patients worldwide.

The Search

With its ties to a large and reputable university, UHealth had substantial experience with numerous software solutions on the market. They had recommendations to the best options for corporations, educational institutions, and healthcare—some specifically targeted at those industries and others more adaptable. They considered all the solutions. In the end, James and his team narrowed it down to four potential applications. "We decided that there's nobody as flexible as Agiloft—all of the other guys are so rigid that we couldn't define what we wanted within the system."

In addition to flexibility, UHealth wanted to ensure that their future solution prioritized visibility. They determined that operations could advance further if specific departments (say orthopedics or surgery) could look and see how billing and performance stacked up against a particular vendor/payor contract. Agiloft's design complemented UHealth's vision; and, unlike other solutions, it didn't require an endless stream of end user licenses to make it possible.

The Project

UHealth decided to implement their Agiloft solution in three phases. Phase 1 would address the legacy data—moving over 1GB worth of files and over 500 vendors from MediTract to Agiloft. The process was completed with automation designed to map the data from one solution to the other without error. This phase also included the initial design of UHealth's new system interface. To support their current operations, they incorporated AHCA (Agency for Health Care Administration) categories and classifications (such as: hospital, professional, Medicare, Medicaid) that would allow for accurate reporting and search results.

"Central billing and revenue cycle now have access to some of the cool things we were able to do in this phase," James said. "We had a segment of top payors that we wanted to get them access to right away. We had to come up with a solution to organize and chop up that data. With Agiloft, we were able to map that out and also make it understandable for these end users, breaking it down by lines of business. In addition to the AHCA categorizations, we used our Epic framework for other classifications. Agiloft, of course, allows you do to whatever structure that you want."

"Agiloft makes it very easy for UHealth to see all the information related not only to their contracts but also to the company that they have the contract with," Agiloft Implementer Eric Ha said.

As part of the initial phase, Eric developed a 'my favorites' feature on the CLM interface to facilitate immediate access to information edited most frequently by users. Each contract within UHealth's Agiloft solution is interconnected with master agreements, all related contracts and their relationships, rates and correspondences. "As we were going through the system design, we thought, it would be nice to have a way to make favorites. The team at Agiloft was like, hey, we'll just do that then," James said.

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In phase two, UHealth will begin entering all new vendors into the Agiloft solution, supported by uniquely customized workflow approvals. In the final phase, integration with Epic will advance UHealth to the next level. The data in Agiloft will tie directly to the medical

record plan code (which denotes how something gets paid). With this capability, UHealth will have an instantaneous link between the activity performed and the billing associated with that activity. Dynamic reports based on this data will allow for a more robust review of the initial contracts and a seamless billing process.

"I've been in the software industry for many years," James said. "Agiloft has done a really good job with the implementation. They are very considerate in how they use the billing hours and very conscientious about how to go about the implementation. Even the minute details, Agiloft is really keen on. Like with our colors, they actually pulled in someone to help me design some complementary colors for the interface. Then, on the security, they had a designated expert to support our high level of security for single sign-on integration. It was easy to work with them and get it done. They have professionals to help in every imaginable part of the process."

Solution Benefits

With the Agiloft CLM solution deployed, UHealth team members have begun to embrace their role in contract ownership, challenging agreements and tracking down the information that they need. Visibility across the entire organization has vastly improved; even the vice chairs of the different medical departments have engaged with the solution and have put their support behind it. James and his team are now able to monitor the improvements in user activity, making note of the increased usage when particular reminders are sent out.

With the initial phase completed, Agiloft continues to reach out with support and technical expertise to James and his team. "The Agiloft team's ability to think on their feet and come up with solutions quickly is excellent. Agiloft is, hands down, the best solution out there," James said.

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What Agiloft has done for UHealth, it can do for you. Let us show you how. In a few hours, we can set up a custom proof of concept featuring your toughest business process. Give us a call to schedule a time.

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