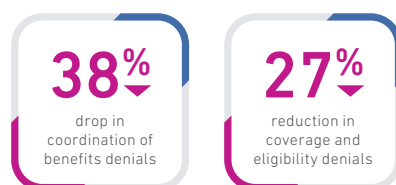


How Eskenazi Health cut denials by 38% after switching to Patient Access Curator

KPIs for the win

After seven months:



Summary

As a large safety net health system with a high Medicaid population, Eskenazi Health faced constant coverage changes that led to denials. After switching from Experian Health's Premium EDI-based workflow to Patient Access Curator™, coordination of benefits (COB) denials dropped by 38%. Coverage and eligibility denials also fell by 27% over a seven-month period.

With Patient Access Curator, a single workflow now runs multiple real-time checks at registration — from eligibility and COB to insurance discovery — so nothing is missed before the claim is submitted.

The challenge

Coverage volatility in a high-Medicaid population

Nearly half of Eskenazi Health's patients are covered by Medicaid. Patients switch plans frequently, move between managed care organizations and sometimes lose coverage altogether — often with little warning.

Using a Premium EDI-based workflow, frontline teams worked hard to complete registration and eligibility checks upfront, often relying on manual processes and after-the-fact alerts. Even so, they were frequently unaware that a patient's coverage was about to end. When denials came

through weeks later, staff were held responsible for issues they couldn't have foreseen.

Eskenazi Health needed a way to identify coverage changes in real time, reduce preventable denials and give teams a consistent, reliable view of patient coverage.

The approach

Rethinking eligibility as a denial prevention strategy

When Stephanie Williams, Director of Patient Access Services at Eskenazi Health, attended an industry conference, she saw early results from another health system using Patient Access Curator to reduce eligibility-related denials.

"Within the first three months, OhioHealth saw an 8% decrease in denials specifically around eligibility codes 22, 26 and 27.* That was fascinating to me because those are the codes that we struggle with here at Eskenazi Health," she says.

Williams set plans in motion to implement the product at Eskenazi Health. This would not be "just another eligibility tool," but a way to automate and correct multiple front-end data checks in seconds. Staff would have fewer complex decisions to make, resulting in fewer mistakes and no more "let's blame the registration team."

Registration would form the first line of defense in a more strategic approach to revenue protection.

* At OhioHealth, denials continue to drop across key areas including a 42% reduction in registration denials and a 36% drop in COB-related denials. Read more about their journey [here](#).

How Eskenazi Health cut denials by 38% after switching to Patient Access Curator

“It’s a lifesaver.”

— **Stephanie Williams**, on Patient Access Curator
Director of Patient Access Services, Eskenazi Health

Making the switch to Patient Access Curator

As Eskenazi Health prepared to move from a Premium EDI-based workflow to Patient Access Curator, the organization spent several months getting ready to go live. This shift marked a move from a transaction- and alert-driven approach to a more automated, orchestrated workflow — and one that would directly impact both front-end registration and downstream billing processes. As a result, billing teams were involved from day one.

Zachary Linder, Epic® Certified Analyst at Eskenazi Health, says the collaboration from the Experian Health team made implementation a success: “[The team I worked with was extremely helpful and proactive, with experts in each area who could troubleshoot any issues along the way.](#)”

Results: Improved cash flow and reduced rework

Fewer denials with more accurate front-end data

Eskenazi Health saw measurable improvements in denial rates:

- A 38% drop in COB denials
- A 27% reduction in coverage and eligibility denials

Less manual work, cleaner claims

The real game changer has been the ability to bring five essential validations into a single workflow, giving staff the registration data they need in seconds.

Patient Access Curator verifies and corrects demographic data, eligibility, coverage discovery, COB and Medicare Beneficiary Identifier (MBI) in real time. It automatically posts the results into Epic®, with plans placed in the correct primacy order. Automating COB and triggering additional discovery means no active coverage is missed. It’s a much simpler workflow compared to the multiple steps required in a Premium EDI-based approach.

Staff save even more time as Patient Access Curator returns correct MBIs and stores them in the patient’s chart, without needing Social Security numbers.

“[What used to require manual lookup and separate work queues now happens automatically. What a win,](#)” says Linder. “[One thing I really like about Patient Access Curator is the fact that you always get corrected MBIs returned.](#)”

Finding coverage earlier to reduce financial risk

Eskenazi Health can now identify coverage that previously went unbilled. Rather than relying on the patient’s memory, staff validate insurance in real time, including state exchange and marketplace plans that patients may not realize they have.

“[You’re finding everything the patient has — primary, secondary and more,](#)” says Linder.

Patient Access Curator has even flagged coverage patients didn’t recognize. In some cases, this led to the discovery of fraudulent enrollments, allowing staff to step in and help resolve the issue.

Earlier visibility is especially important for high-acuity and high-dollar care. As a Level 1 trauma center, Eskenazi Health regularly treats out-of-state patients, where coverage can be difficult to verify. With Patient Access Curator, teams can identify coverage sooner, begin prior authorization workflows earlier and reduce financial risk on more complex cases.

A partnership that keeps improving front-end performance

Experian Health consultants have continued to help Eskenazi Health optimize configuration, with regular reviews surfacing denial trends and refining payer mapping to improve claim accuracy.

With staff now able to get clean claims out the door — and faster — Eskenazi Health hasn’t looked back on the decision to switch.

Feedback from the leadership team has been positive, but for Williams, the verdict on Patient Access Curator is simple: “[It’s a lifesaver.](#)”

Learn more about Patient Access Curator on our [website](#) or send us an [email](#).

How Eskenazi Health cut denials by 38% after switching to Patient Access Curator

About Experian Health

Experian Health serves more than 60% of US hospitals and more than 7,500 medical practices, labs, pharmacies and other healthcare providers. We help our clients simplify healthcare with data-driven platforms and insights to make smarter business decisions, deliver a better bottom line and establish strong patient relationships.

About Eskenazi Health

Eskenazi Health's mission is to advocate, care, teach and serve, with special emphasis on the vulnerable populations of Marion County, Indiana. Eskenazi Health is one of the leading providers of health care in Central Indiana, with physicians of the Indiana University School of Medicine providing a comprehensive range of primary and specialty care services within our 333-bed hospital and inpatient facilities as well as 10 community health centers, known as Eskenazi Health Center, located throughout Indianapolis.

Patient Access Curator™

Patient Access Curator is an innovative, AI-powered solution that checks insurance, coverage, and patient details in one seamless step — right at registration. Built with proprietary machine learning, it prevents claim errors before they begin, helping teams submit clean claims and reduce denials. Patient Access Curator leads the way in revenue cycle management by automating what no other product on the market can do in a single workflow. It's the only solution built to catch and correct issues before they even reach your billing team.

