

How UCHealth secured \$62M+ in insurance payments with Coverage Discovery[®]

UCHealth is an integrated health system dedicated to providing comprehensive, high-quality and equitable care throughout Colorado, southern Wyoming and western Nebraska. Its network includes more than 30,000 employees across 12 hospitals. Through its commitment to excellence in patient experience, research protocols and providing extraordinary care, UCHealth has become one of the leading academic medical centers in the country.

Results

\$3.5M+

saved in collection costs in 2022

\$62M+

insurance payments in 2022, a 25% increase from 2021

\$45M

value of coverage found from May 2022 to May 2023

Challenge

UCHealth stepped up during the COVID-19 pandemic, ensuring testing and treatment for all. To cover testing and vaccination costs for uninsured and self-pay patients, UCHealth sought reimbursements from Health Resources and Services Administration's (HRSA) COVID-19 Uninsured

Program (UIP). This program offers claims reimbursements at Medicare rates for testing, treating and vaccinating uninsured individuals. To qualify, UCHealth had to identify any previously unknown insurance for the patients before seeking reimbursement from the fund.

“We wanted to do our due diligence while seeking reimbursement from HRSA and wanted the right technology that could look for insurance coverage for self-pay patients without the need for us to increase our manpower.”

— Brent Rikhoff, Director of Pre-Access

Failing to solve this problem would lead to escalating bad debt, soaring collection costs and even potential audits from HRSA. The stakes were high — and the leaders at UCHealth eagerly sought a solution to help them track and verify insurance coverage accurately.

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Resolution

UCHealth chose to use Coverage Discovery after experiencing positive results with Experian Health's Eligibility product. The Coverage Discovery batch model provided UCHealth with a consolidated set of transactions, allowing them to efficiently clear out the backlog of patient accounts awaiting insurance verification.

Following the success of its implementation for COVID-19 testing and vaccination, UCHealth decided to expand the use of Coverage Discovery to include self-pay and emergency department patients. By using Coverage Discovery, UCHealth was able to identify discrepancies in patient accounts and prevented accounts from being misclassified as bad debt or charity. Additionally, UCHealth was also able to uncover additional active coverage that patients were not aware they had.

Results

UCHealth received over **\$62 million in insurance payments in 2022**, including payments from Colorado Medicaid, Anthem and UnitedHealthcare — their top three payers. Their impressive financial success continued, as they secured an astounding **\$45 million in coverage from May 2022 to May 2023**.

Additionally, **Coverage Discovery saved UCHealth over \$3.5 million in 2022** by reducing accounts sent to collections with billable insurance. By gaining access to a range of proprietary databases, including employer group mapping and Experian's extensive patient search history, UCHealth was able to track and verify insurance coverage across various locations. This proved especially valuable for insurance plans that don't offer a self-pay search feature, offering UCHealth a streamlined approach to finding insurance information.

"The cost savings definitely was a big win for the department"

— **Brent Rikhoff**, Director of Pre-Access

Rikhoff credits Coverage Discovery and its seamless integration with Epic® for enabling his team to accurately bill and ensure proper reimbursement. This success and the impressive ROI yielded by Coverage Discovery have prompted UCHealth to expand the solution to include Medicaid coverage identification.

About Experian Health

Hospitals, health systems and physician groups have come to rely on Experian Health for revenue acceleration and profit gains through automation, submitting cleaner claims, fewer underpayments and a reduced cost to collect.

Coverage Discovery spans the revenue cycle and helps you find billable commercial and government coverage that was previously unknown or forgotten. Additionally, it identifies accounts that may be submitted for immediate payment with primary, secondary or tertiary coverages.