



HPAC Client Profile

Access Genetics

Client Profile: Access Genetics (www.access-genetics.com) and OralDNA Labs are in the business of personalized diagnostics. Their national reference laboratory offers advanced testing from DNA. They also develop and support in-office, commercial and hospital laboratories through their PartnerLab program featuring the cloud-based TeleGene software and LabKit materials.

Orbograph Business Partner: Healthpac Computer Systems, Inc. (www.healthpac.net) has been a software pioneer in the medical community since 1981. Healthpac provides advanced medical billing and management software for a range of customers including physicians, radiology imaging centers, healthcare providers, laboratories and medical billing companies. Healthpac software solutions include scheduling, bi-directional HL7 interfaces, EMR, dashboard analytics and robust paperless work queues for both Part A and Part B billing via either an ASP service or a turnkey licensing.

Access Genetics RCM Objectives: Healthcare Payment Transformation

1. Access Genetics is expanding its sales force, and looking to grow revenues by 30% per year.
2. Healthcare Payment Transformation: Eliminate paper posting and research time within denials management.
3. Position Access Genetics to absorb growth without major labor expansion.

Access Genetics' Goals

1. Improve efficiency by streamlining manual processes so staff can optimize time allocation on most critical activities.
2. Improve denial processing via improved search indexes and reporting, resulting in reduced receivables and greater collections/revenue.
3. Reduce overall manual posting labor by 50%.

Benefits/Highlights

1. Patient payment processing reduces manual posting.
2. Ease of onboarding onto the HPAC system.
3. Conversion of all paper including EOB and correspondence into postable EDI 835 files.
4. Increase in the ratio of revenue per employee.

“Enabling Transformation of Healthcare Payments”



HPAC Client Profile

Access Genetics

Healthcare Payments/Revenue Cycle Platform Information

Biller/Patient Accounting System:	Healthpac		Clearinghouse:	Capario/Emdeon
Insurance Claim Mix:	Medicare 55%, private 45%			

HPAC Solution Uses

EOB Conversion:	X		HPAC Portal Utilization:	X
Correspondence Processing:	X		EFT Reassociation to ERA:	N/A
Patient Payments:	X		CARCs/RARCs:	X

Contacts

Audrey Bergstrom, Billing Manager, Access Genetics, abergstrom@access-genetics.com

Lindsey Nordman, Vendor Liaison, Healthpac, lindsay@healthpac.net

“Enabling Transformation of Healthcare Payments”