



User Case Study:



Service Bureau Masters RCM Payment and Remit Automation

About Catch21

As a "client-tailored organization," Catch21 built its service bureau business focusing on check processing. Today, there is a major emphasis on a variety of revenue cycle management (RCM) functions including insurance and patient payment posting, remittance processing, image archive, and reconciliation.

Catch21's vast healthcare provider client base is serviced either directly or via a number of regional and community banks. Highlights of their provider base include 11 hospitals, 14 urgent care centers, 25 specialty clinics, 3 billing companies, 45 dental offices and more than 500 Providers in Oklahoma, Texas, and Mississippi.

About OrboAccess & OrboGraph

OrboAccess, a suite of intelligent payment automation modules delivered by OrboGraph, is a critical component to the Catch21 solution suite. OrboGraph partnered with Catch21 nearly ten years ago as their check recognition vendor, and expanded the relationship into EOB electronification, correspondence letter processing, full data research access to transactional data by providers, patient payment posting, and denied claims analysis via the use of business intelligence.



Personalized Onboarding

Catch21 healthcare clients love them because of a personalized onboarding program:

- Consultation on existing paper, PDF and posting processes and challenges
- Discussion of data automation and consolidation
- Technical consultation; i.e. choosing the right partner(s) and components
- Customized training for both the direct clients as well as their “end-users”
- Identification of key performance indicators (KPI’s)
- Streamlined onboarding processes, i.e. system parameter selection, volume scheduling
- A 100% customer satisfaction focus

These onboarding functions are completed to address the healthcare industry’s problems of achieving 100% electronification, HIS/PM system integration, as well as operational challenges around cash posting and correspondence letter management.

Remittance Workflows

Catch21 enables clients to use internal capture, on-site (at the provider or billing level), or in combination with centralization at Catch21. Several clients also use their service bureau as a scanning hub for their regional operations.

Once documents are imaged, OrboAccess deploys OrbNet AI with deep learning along with other optical character recognition engines as a part of Opti-Lift. This approach has enabled Catch21 to get ahead of their competition and reduce reliance on manual processing and the human factor by leveraging artificial intelligence.

The platform ultimately generates a perfected EDI 835 output file for cash posting. All images and data are moved into the OrboAccess portal (also referred to as the HPAC Portal), and a check collection file is sent to the financial institution. Catch21 also receives an ACH file from the financial institution (usually daily). In some cases, they analyze those records, take an aggregate file, and split by provider before sending to OrboAccess.



Data Consolidation

OrboAccess facilitates the data consolidation necessary to build key performance indicators (KPIs), which allow Catch21 to provide analysis for their clients including A/R, percentage over 90 days, etc.



Lessons Learned

- Most organizations don't immediately understand the benefit of small volume improvements. Promoting 100% electrification helps conceptualize the improvements.
- Support has to come from the top. If not, time won't be allocated for required deployment resources.
- Multiple stakeholders are involved in the revenue cycle, necessitating flexible tech solutions.

