Case Study

UTAH CASE MANAGEMENT

THE CHALLENGE

Utah Case Management has over 100 cases and their manual case management tracking processes made it difficult to efficiently manage individual caseloads. Patient health services were managed and tracked using spreadsheets and paper forms.

With confidential patient information, patient records, case assignments and medical requirements, the paperwork was stacking up. Valuable information needed to provide the most detailed and complete care was spread out amongst several mediums. Utah Case Management was in need of an electronic records management system to manage data efficiently and securely.

"Our case management team needed an electronic solution to manage the paperwork and data required to complete their job," explains Suzy Covey, RN, BSN at Utah Case Management.

In order to maximize productivity and ensure secure up to date information, Utah Case Management was searching for a solution to log notes, compile data, and fill out forms electronically. Additionally, they sought to integrate a user-friendly billing system with their current billing clearinghouse.

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Overview

Utah Case Management is a case management agency that primarily helps clients who participate in a Utah Medicaid program called the New Choices Waiver. New Choices Waiver helps clients in long-term care settings live in more community-based environments.

Industry

Healthcare

Business Drivers

- Efficient and effective case management
- Enable case managers to streamline paperwork and work more productively
- Ensure best possible care and service fulfillment

Solution

Customized HealtheFirst Software

Results

- Streamlined process for patient case management
- Reduced or eliminated the amount of paperwork needed
- Increased billable units by 60%

Case Study

> "HealtheFirst is an amazing CRM for Case Management! It's simple and user friendly and it has everything we need as a case management company to function."
>
> - Matt Casperson, Director of Case Management

THE SOLUTION

Utah Case Management was introduced to HealtheFirst and became excited about using one simplified solution for all of their needs. Using the complete HealtheFirst HIPAA compliant technology, Utah Case Management began by allowing case managers to log notes in the system directly. They noticed immediate value with the ability to import notes directly into the reimbursements page, eliminating a step in the previous process. Now, patient profiles, approved service units, records and forms can all be stored and completed electronically.

Case managers that were initially hesitant to embrace a more technology-savvy way of documentation were surprised by the ease of use and the benefits from the HealtheFirst solution. Specifically, the ability to bill for nearly every service due to the ease of flow between documentation and the reimbursement location. This also allowed easy access to regularly track finances.

"HealtheFirst makes our company a green company, in other words, we don't need huge filing cabinets or client files, everything is uploaded and filed away in the cloud. Overall HealtheFirst is a great CRM to keep your company up and running at the highest level without all the office staff doing it manually," says Matt Casperson, Director of Case Management.

THE FUTURE

Utah Case Management currently has over a dozen employees using the HealtheFirst solution. With a quick and easy training process, they were up and running in no time. Utah Case Management has experienced increased productivity, simplified documentation processes and increased billable units by 60%.

"Working with HealtheFirst has been excellent, says Suzy. "The implementation and training were easy and the team was so willing to help and in such a timely manner."

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