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Patient Financial Advocacy is More Than Just Medicaid



**THE QUEEN'S
HEALTH SYSTEMS**



Learning Objectives

- ✓ Strategies to standardize best practices in patient financial care.
- ✓ Explore ways to take advantage of all patient assistance programs available within your community
- ✓ Incorporate the key virtue of making a difference in the lives of patients— as both a core value and staff motivating factor

Kahoot!

Aligned Mission



Make a difference in the lives of others.



**THE QUEEN'S
HEALTH SYSTEMS**

To fulfill the intent of Queen Emma and King Kamehameha IV to provide in perpetuity quality health care services to improve the well-being of Native Hawaiians and all of the people of Hawai'i.

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Eligibility & Enrollment Services

Early contact with patients is vital. We make every effort to contact and screen patients in the hospital or as quickly after discharge as possible.



PRE-SERVICE

Proactive identification & outreach for at-risk patient populations



IN HOUSE CONTACT

Our goal is to screen **100%** of patients successfully before discharge and this begins at bedside. Go Screen reporting tracks daily census and drives action bedside.



ER COVERAGE DURING PEAK HOURS

Staffed strategically to accommodate peaks in ER visits.



OUTPATIENT

- Comprehensive, proprietary process
- Automated/manual texting campaigns
- All Balances
- Integration with EHR messaging
- Skip tracing
- Field visits



FOLLOW-UP

- Assist with form completion
- Obtain protective filing date
- Gather verifications
- Reporting on Outcomes and KPI Measurements

Eligibility & Enrollment Services

Our proprietary technology maximizes quality, efficiency, and measurable outcomes – **making approval quick and easy for our Queen's Health patients.**



National Screening Tool: Scans **2,000+** programs across all 50 states.



Approval Acceleration System:
Automatically coordinates required verifications and submission to agency, follow-up and quality assurance.



Virtual Screening: 24/7 phone-in, self-screener helps patients instantly determine whether they qualify for payer programs.



Hawaii Overnight Packet: Expedites screening, patient signature collection.

Virtual Screener



Hospital staff provide patients with phone access and necessary information. When the patient calls in, our technology takes care of the rest.

Engaging patients 24 hours a day

- Convenient toll-free hotline
- Automated process with simple “yes” or “no” questions
- Basic screening outcome even when advocates aren’t available
- Alerts patient advocates for follow-up
- Directs non-eligible patients to hospital business office
- Reliable backstop to existing eligibility technology and processes
- English and Spanish available

Financial Assistance Policy

Purpose:

- To assist patients who are uninsured or underinsured to qualify for a level of financial assistance, in accordance with their ability to pay.
- Financial assistance may be provided in the form of free care for patients who qualify, or a discount may be applied to inpatient and outpatient services (excluding cosmetic procedures).
- The policy covers hospital / facility charges as well as professional fees for employed providers.
- To serve the health care needs of all patients in need, regardless of ability to pay
- Ensure the dignity of patients and family members

Financial Screening

- Financial assistance application assistance
- Financial verification documentation
- Continuous screening for eligibility triggers

Factors Taken Into Consideration for Financial Assistance:

- Individual or family income
- Individual or family net worth
- Employment status and earning capacity
- Family size
- Amount and frequency of bills for healthcare services
- Other sources of payment for services received
- Other financial obligations



Growing Need for Financial Assistance



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	Total Financial Assistance Write Offs
FY 2017	\$6.6M
FY 2018	\$6.9M
FY 2019	\$9.8M
FY 2020	\$14.4M
FY 2021	\$12.2M



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Financial Assistance Criteria for:

- US Citizens
- Individuals Born in Puerto Rico, US Virgin Islands, Guam
- Resident Aliens with Green Cards
- Citizens of COFA Nations

100% Discount:

- Assets < \$25,000
- Income < 250% of US FPL

Partial Discount:

- Assets < \$25,000
- Income Between 250% and 400% of US FPL



Financial Assistance Criteria for:

- Citizens of Foreign Countries
- Emergency Services
- Conditions Requiring Long Term Treatment Require Review and Approval

100% Discount:

- Assets < \$25,000
- Income < 250% of Resident Country's Minimum Wage

Partial Discount:

- Assets < \$25,000
- Income Between 250% and 400% of Resident Country's Minimum Wage



Patient Advocacy is More Than Just Medicaid and Discounted Care

- Uninsured patients who do not qualify for Medicaid and do not qualify for financial assistance are afforded a 30% self pay discount.
- We provide an additional 10% as a prompt pay discount if the full estimated amount is paid before services are provided.
- Patients can set up a payment plan in MyChart (Epic).
- Patients can also work with our patient financing vendor to set up payment plans allowing them to extend the time it will take to pay off their medical debt.

Future Efforts Around Patient Financial Advocacy

- Queen's is currently working with a prospective business partner who will find funding sources for patients who meet specific criteria. Patients who will benefit most from this service are oncology patients and other patients who require high-cost drugs / treatment.
- We are also working with a prospective business partner who will abolish our patients' medical debt. They, too, will match patients who meet specific criteria with various funding sources. Rather than trying to collect from patients, their phone calls to patients will be to notify them that their debt has been cleared.

Proactive Account Management

Proprietary and customized reports enable close client communication and continued process improvement.

Account Management

- Monitor and escalate timely filing of claims
- Reconciliation is key
- Monthly high dollar review and status
- Key Performance Indicators for the following:
 - Referral volumes
 - Inventory viability
 - Timely and effective follow up
 - Audit on active and returned accounts
- Effective communication

Account Management Reporting

- Aggregates data and provides reports and analysis that summarize individual accounts in a standardized format
 - Data includes trending by type of payer along with potential opportunities
- Monitors recovery rate trends by state
- Monitors overall progression of accounts
- Focuses on aged inventory to ensure timely recovery
- Viability of inventory on monthly/quarterly basis

Performance

98% - IP
64% - OP

NET CONVERSION RATE



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	2021 Performance
Partnership	ELIG,OOS,TPL,WC,UPD
Total Collections	\$23.2M
Total Approvals	\$250M
Total Patients Assisted	30,721
Outreach Efforts	50,266



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Reporting Capabilities

Weekly, monthly, quarterly, annual reports show key metrics.

- Executive Summary: real-time snapshot of overall project health
- Placement Analysis Report: demonstrates success of account conversions
- Conversion Rates (Net/Gross), Screening Rates (IP/OP), Closed Return, Community Outreach



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Community Benefits

Valuable Patient and Community Outreach, Engagement and Education

- ✓ Town hall meetings
- ✓ Healthcare fairs
- ✓ Open enrollment events
- ✓ Patient education outreach around the ACA, Medicaid Managed Care selection, and choosing a PCP

- ADRC Aging and Disability Resource Center
- County Economic Support Office
- Online information clearinghouses



- Alcohol and Drug Abuse
- Childcare
- Food Assistance
- Housing/Shelter
- Household Goods
- School/Education
- Transportation
- Animal Services
- Financial Assistance
- SSI/SSDI (SSA) Disability (MedData is listed on UW211)
- Legal Assistance
- Mental Health

Community Benefits

Disability Advocacy

- SSI / SSDI Electronic Applications
- Representation at all appeal Levels - through A/C
- Federal Court appeal Support
- Focused on DSH and 340B
- Disability + Option to Client - Extended services

NATIONAL
AVERAGE



500+ days average



MedData averages
half the national average



PROPRIETARY DISABILITY SCAN
Extended under Disability +



CASE MANAGEMENT PARTNERSHIP



OFF-SITE DISABILITY ADVOCATES

Community Outreach



Community Outreach Report

Client Regions:

Reporting Period: 12/01/2021 to 02/28/2022

	QMB/SLMB	Long Term Care	Secondary Quest	Disability: SSI/SSDI	Nutrition Assistance, Utility Assistance, etc.	Community Referrals
December						
Dollar Amount Assited/Awarded						
January						
Dollar Amount Assited/Awarded						
February						
Dollar Amount Assited/Awarded						
Total Patient Outreach By Program						
Total Dollar Amount Assited/Awarded	\$0	\$0	\$0	\$0	\$0	\$0

Community Outreach – H4 Update

1st Floor Hygiene

A hygiene center located on the first floor provides an initial point of entry for homeless individuals, with general case management, restrooms, shower facilities, mail, internet and laundry services, with accommodation for pets. Mental Health Kokua operates this first-floor center known as the Punawai Rest Stop.

2nd Floor Medical Clinic

The second floor is a full-service medical clinic, known as the Punawai Clinic, dedicated to the needs of homeless and other underserved populations.

Community Outreach – H4 Update

3rd Floor Medical Respite

When extensive follow-up care is required following an acute episode of illness or injury, the third floor provides a medical respite service. Patients stay from a day or two to a few weeks, with case management, housing counseling, medical care and monitoring available from the medical clinic on the floor below.

4th Floor Permanent Supportive Housing

For patients learning to manage chronic conditions, the fourth floor offers 20 units of permanent supportive housing. Social service agencies help residents transition to a permanent home that best meets their long-term needs. Steadfast Housing operates this fourth-floor center known as Hale Punawai.

Medical Respite

- Opened February 2, 2021
- 255 referrals in 2021
- 27 referrals in January 2022

Referral Sources:

- Castle
- Islands Hospice
- Kaiser
- Kapi`olani
- Kuakini
- Pali Momi
- Queen's
- Straub
- Tripler
- Wahiawa



Medical Respite

- Patients Admitted for Various Reasons from Medication Management to Hospice

Types of Patients Admitted:

- Hospice
- IV Antibiotics
- Medication Management
- Peri-Operative
- PT/OT
- Radiation Therapy
- Transitional Care
- Wound Care
- Other



Medical Respite

- Many Patients Remained in Medical Respite for Over a Month

FY 2021 Average Length of Stay at Discharge:

• Hospice	31
• IV Antibiotics	37
• Peri-Operative	26
• PT/OT	32
• Radiation Therapy	6
• Transitional Care	55
• Wound Care	51



Medical Respite

- Patient Discharge Destinations Show Positive Outcomes for Some of Our Homeless Patients

Discharge Destination:

• Acute Care	10
• Street	13
• Left Against Medical Advice	9
• Family / Friend	12
• Group / Foster Care Home	4
• Permanent Housing	6
• Shelter	1
• Sobriety Program	2
• Transitional Housing	3

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“To grow a profitable airline with a passion for excellence, our customers, our people, and the spirit of Hawaii.”

HAWAIIAN
AIRLINES®



“Bring inspiration and innovation to every athlete in the world.”



"Together, we create outstanding shopping experiences for our customers while building our community."



“A great bank making people's dreams possible.”



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AMERICAN
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“Investing in Hawai‘i, Creating Communities, and Delivering Dreams.”



“Next stop...”

ZIPPY'S



Making a Difference

STORY #1

Personal
Connection

STORY #2

Expert
Guidance

Something special is **happening everyday in your location** and we want to share!



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Mahalo!
QUESTIONS?

