

# Revenue Recovery through Effective Integration

Rush Memorial Hospital ensures consistent revenue recovery with Iguana®

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## ABOUT RUSH MEMORIAL HOSPITAL:

Rush Memorial Hospital is a 25 bed general medical and surgical hospital in Rushville Indiana. Their Information System Department achieved Stage 6 on the EMR Adoption ModelSM awarded by HIMSS Analytics and was named among the Most Wired for Small and Rural Healthcare Facilities by Hospitals & Health Networks magazine.

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## Challenge:

Revenue Recovery is a daunting task for many hospitals. Incomplete claims can result in delayed or denied payments to the hospital, making it a vital step in the billing process.

## Solution:

Iguana is used to automate and ensure clean claim submissions.

## Results:

Claims are properly completed on time to ensure reimbursement for all services provided.

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Revenue recovery is a significant challenge for many hospitals: 1 to 3% of hospital revenue is lost to denied claims, with 67% of them being recoverable and 90% of them being preventable.<sup>1</sup> Faced with similar challenges, Rush Memorial established an efficient and accurate billing process to ensure they could submit clean claims and receive full reimbursement for services using Iguana.

Iguana's flexibility enables integration beyond conventional HL7 interfaces and is well suited to an organization that encourages and requires creative solutions.

Rush Memorial Hospital took advantage of this flexibility by designing an interface that helped support their revenue recovery needs.



<sup>1</sup> Business Intelligence Network, 2015

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Iguana queried the database of the hospital’s EMR and file system to retrieve all relevant patient information. Iguana would detect any missing information and an alert was raised four days prior to the claim form being sent for processing. The automated alerts would allow for the missing documentation to be added prior to submission.

“We can integrate anything we want. Iguana is only limited by our imagination” stated Elvin Vivares, System Administrator at Rush Memorial.

Once the claim had all of the necessary supporting documentation, Iguana would format the information and securely transfer it via SFTP to the third party claims processing center.

“Iguana has played a critical role in ensuring we submit clean claims and receive full reimbursements for our services. These interfaces were responsible for recovering a significant amount of potentially lost revenue” commented CIO Jim Boyer.

Learn more about how Iguana can ensure your organization maximises reimbursement claims through a fully interoperable network.

**Contact INTERFACEWARE today.**

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### **ABOUT INTERFACEWARE®:**

Since 1997, iINTERFACEWARE® has been on a mission to make healthcare data integration easier. Today, over 800 healthcare providers and software companies rely on iINTERFACEWARE’s software, services and support to exchange information between incompatible systems. iINTERFACEWARE’s Iguana® integration engine is used globally for rapid integration with EMRs, Billing Systems, Medical Devices, Supply Chain Management, Health Information Exchanges and much more.