



HelpENGEN™

Offered by **Detroit Wayne County Health Authority**

OVERVIEW

HelpEngen Solution Overview

The **HelpEngen**, brought to you by **Detroit Wayne County Health Authority**, empowers providers to address the growing challenge of managing uncompensated patient care. HelpEngen enables providers to convert uncompensated care into reimbursed care by helping enroll eligible uninsured patients in federal and state programs such as Medicaid and SCHIP; as well as in provider-specific charity care and patient discount programs. It is entirely web-based and available both as an integrated component of the Revenue Maximizer suite or as a stand-alone solution.

HelpEngen integrates eligibility assessment, application form preparation, and the collection of supporting documentation for multiple programs into a single, patient-friendly guided interview. It also provides robust database, workflow management and reporting capabilities. The result is a powerful solution that helps providers reduce their self-pay financial liability, streamline the often difficult interaction between provider staff and uninsured patients, and better meet their charitable mission responsibilities.

ELIGIBILITY ASSESSMENT AND APPLICATION FORM PREPARATION

HelpEngen eligibility assessment and application preparation functions are driven by a powerful patent pending rules-based eligibility engine. This allows provider staff--typically financial counselors--to perform highly granular, highly accurate analysis of a patient's financial situation to assess that patient's eligibility for Government-sponsored health coverage, and for the provider's own charity care/sliding fee discount programs.

HelpEngen then returns a real-time detailed assessment of likely eligibility organized by program type with full program description, benefit level, and the reason why the patient is or is not eligible. At that point the financial counselor can initiate the appropriate application or applications for the patient.

Applications can be generated either as completed official forms in PDF format ready for signature, or electronically for those programs that allow electronic enrollment. Supporting documentation such as proof of identity or residence can be imaged and stored to accompany the completed application.

WORKFLOW MANAGEMENT AND REPORTING

HelpEngen optimizes provider workflow and management reporting by allowing easy access to stored information. HelpEngen includes query tools accessible directly through the user interface that allow generation and storage of dynamic and static reports. These provide multi-level [individual user to organization-wide] views of data relating to screening and application activity, worker productivity, and workflow process bottlenecks

Custom reports are also available that can be displayed through the user interface or accessed through third-party reporting engines.



KEY BENEFITS TO PROVIDERS

1. Convert uncompensated care to reimbursed care by:

- **Identifying sources of reimbursement at the time of service**--HelpEngen makes it possible to identify and help obtain reimbursement for eligible uninsured patients when scheduling appointments or as part of the intake process at time of service.
- **Standardizing implementation financial screening practices across departments**--All staff follows the same rigorous process for conducting patient financial screenings.
- **Reducing denials due to poor quality or incomplete applications**--Because applications are completed only after a thorough financial screening, financial counselors are not just filling out paper applications prospectively. Validation rules built into the HelpEngen eligibility engine also enforce that applications are prepared correctly and completely.
- **Reducing inappropriate classification of patient financial status**--Systematic screening process ensures that patients do not inadvertently land in the wrong "bucket". For instance, HelpEngen would not direct a patient financial counselor to offer a patient charity care without first excluding that patient from eligibility for Medicaid.

Customer Experience:

- *HelpEngen enabled a large regional medical center to increase the number of Medicaid applications completed by 50%.*
- *It also helped a large urban public hospital improve patient screening rates and accuracy leading to a 16% increase in visits reimbursed by Medicaid vs. free care which accounted for \$2.5 million in increased annual reimbursement.*

2. Reduce operating costs by:

- **Improving efficiency during the patient interview process**--HelpEngen's eligibility guidance and predictions help financial counselors serve patients better and more quickly by providing them with accurate information. Customers report that patients become more engaged with the process, patient trust increases, and patient follow-through is noticeably improved.
- **Storing patient information and forms centrally**--The HelpEngen module supports fully distributed networked use. Patient data and forms are stored centrally and are accessible from any location through a web browser and an Internet connection. For customers this means:
 - Easy communication across departments and sites;
 - The ability to break up and distribute tasks while preserving the integrity of the financial counseling process;
 - Reduction of duplicate work and time spent locating misplaced forms;
 - Management access to information for planning and QA



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- **Leveraging HelpEngen Software as a Service (SaaS) delivery model**--Because HelpEngen is entirely web-based there is no technology footprint at the provider site. All that's required to implement HelpEngen is a frames-compatible web browser, an Internet connection, and Adobe Acrobat Reader. Initial deployment requires little or no involvement from provider IT staff, and all ongoing user support is provided by HelpEngen.
- **Training requirements are also very modest**--approximately 3 hours for a new user. New user and customized training can be delivered on site or via webinars.

Customer Experience:

- *Based on annual submission of 65,000 patient applications, HelpEngen is contributing approximately \$487,000/year in direct labor cost savings at an academic medical center due to improved efficiencies achieved during the initial patient interview process.*
- *The reporting and tracking features in HelpEngen enable financial counselors at a community hospital to effectively prioritize and follow-up on applications in process which leads to increased employee satisfaction due to better control of the process.*

CHARITABLE MISSION SUPPORT

Non-profit hospitals are facing increasing scrutiny from the IRS and state attorney generals around the delivery of charity care and community benefit. HelpEngen assists providers in meeting their charitable mission responsibilities and protecting their tax-exempt status by:

- Standardizing implementation of charity care practices across services;
- Capturing charity care and community benefit metrics
 - For internal management and performance measurement
 - For external regulatory reporting
 - For public policy advocacy

LINKS TO THE BROADER COMMUNITY

HelpEngen recognizes the importance of maximizing access to coverage for the uninsured. In addition to working with providers, HelpEngen is available to local government entities such as public school districts and to community-based organizations that serve low income populations and help them meet vital income support and nutrition needs. This approach significantly increases the number of access points where an uninsured person may be able to obtain government-sponsored coverage. This means fewer uninsured patients that need to be screened and enrolled presenting at provider facilities. And it also creates an opportunity for providers to participate in those broader HelpEngen as a way of delivering additional community benefit at little additional effort.

Customer Experience:

- *In Chicago, the HelpEngen Community Network and the Chicago Public Schools enroll almost 1,200 individuals each month in health care and income support programs such as Food Stamps.*



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PRIMARY PRODUCT FEATURES

The following services are offered as part of HelpEngen:

Service	Description
Pre-screening for eligibility	Fast calculator for broad assessment of program eligibility
In-depth eligibility assessment	Smart guided interview gathers data on household and produces a detailed, assessment of program eligibility/ineligibility for each household member, with messages explaining basis of results
Application preparation	Information gathered in interview populates official application forms, which can be printed and saved in PDF format. Multiple applications can be produced with one click.
Application tracking	Easy query tool tracks application status history, worker and facility productivity
Administrative reporting	User-configured reports filter and sort data for printing or export
Case and workflow management	Date and worker-stamped case notes and configurable application and enrollment history. Cases easily retrieved for viewing and editing through searching and browsing functions.
Type-in forms	Special forms, such as those containing disability determination narrative and details can be edited, saved and completed over time by typing directly onto pdf.
Integration of facility-specific content	Sliding fee scale assessment or charity care forms can be integrated into screening and application completion process
Verification handling	Documentation checklists and document scanning and storage capabilities
Easy implementation	ASP deployment does not require IT support
Flexible security model	Role-base permissions and data-storage architecture enable access variants
Training and support	Product is easy to use; requires minimal training. Training and customer service staff provide full implementation support. Technical and customer service reps work closely and are accessible by telephone or email.
Data integration	Flat file data export is standard. System can be readily integrated into a service-oriented architecture.
Electronic application	Capable of interfacing with XML gateways, data warehouses, and electronic signature technology to submit paperless applications

For More Information, Contact:

Faith Polk
(313) 871-3751
fpolk@dwcha.org



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