

Case Study: Mailroom and Payment Processing



CUSTOMER PROFILE

Cook County, Illinois

Second most populous county in the United States

Large employee workforce, including first responders



GOALS

Create an easy-to-administer medical bill review solution that delivers increased savings, lower administrative costs, and more satisfied medical providers and program vendors



RESULTS

700,000 pages of mail offloaded

90% improvement in payment speed

\$2.6 million in improved financial results

Cook County enlists Rising to help lower costs and improve operational efficiencies with end-to-end medical bill review solution

Comprehensive solution results in County receiving National Association of Counties (NaCO) Achievement Award for Risk Management – Workers' Compensation: Back Office Improvement

Services Used by Cook County

- Mailroom Services
- Medical Bill Review
 - » Complex bill review
 - » Nurse audits
 - » Provider negotiations
 - » PPO networks
- Payment Processing
- Other Services:
 - » Early intervention
 - » Nurse case management
 - » Utilization review
 - » Ancillary referral intake
 - » Program vendor management

Award-Winning Results Worth Celebrating

In the year prior to partnering with Rising Medical Solutions (Rising), Cook County managed its mailroom and payment processing services in-house and issued 47,000 non-indemnity payments via U.S. mail. Challenges with this payment handling volume resulted in returned checks and increased inquiries from medical providers, program vendors, and injured workers, as well as inconsistent financial reporting.

To improve program administration for its 20,000 employees, Cook County partnered with Rising to outsource various clinical, cost containment, and back office services, along with managing their other vendor partners. Rising's comprehensive program includes early intervention, nurse case management, utilization review, medical bill review, mailroom, and provider payment processing. The program also includes referral intake, coordination of services, and payment processing for other program vendors. By consolidating services through Rising's VISION™ system and oversight protocols, Cook County drives service excellence, drastically reduces costs, and **pays only one vendor**.

Key Improvements:



Reduced volume of in-house mailroom, payment, and clerical tasks



Increased efficiencies and ability for staff to focus on more strategic activities



Accelerated payment issuance time and improved financial results



More standardized, granular, and transparent cost reporting

Impact to the Bottom Line

- Rising processed over 3,000 pounds of mail, 100,000 document sets, and **700,000 pages of invoices and medical records** in the first year, significantly reducing administrative burden and costs
- Bill review turnaround went from 7.5 to 3.9 business days – **a 48% improvement in bill processing speed**
- Payment processing went from 50 days to under 5 days – **a 90% improvement in payment speed**
- Bill review savings increased 10% over the prior vendor, equating to **\$2.5 million in additional savings**
- The County **avoided approximately \$100,000 in interest penalties** that were assessed the previous year
- The County had access to 40 payment codes prior to Rising, **now they have access to 89 payment codes** – greatly improving the clarity and granularity available in their cost analyses
- Non-indemnity payments the County directly issued went from 47,000 annually to less than 100 with Rising – **a 99.8% reduction in payment handling volume**

