



Transformation of Medical Bills Processing by ALPS HR Services

AUTHOR:

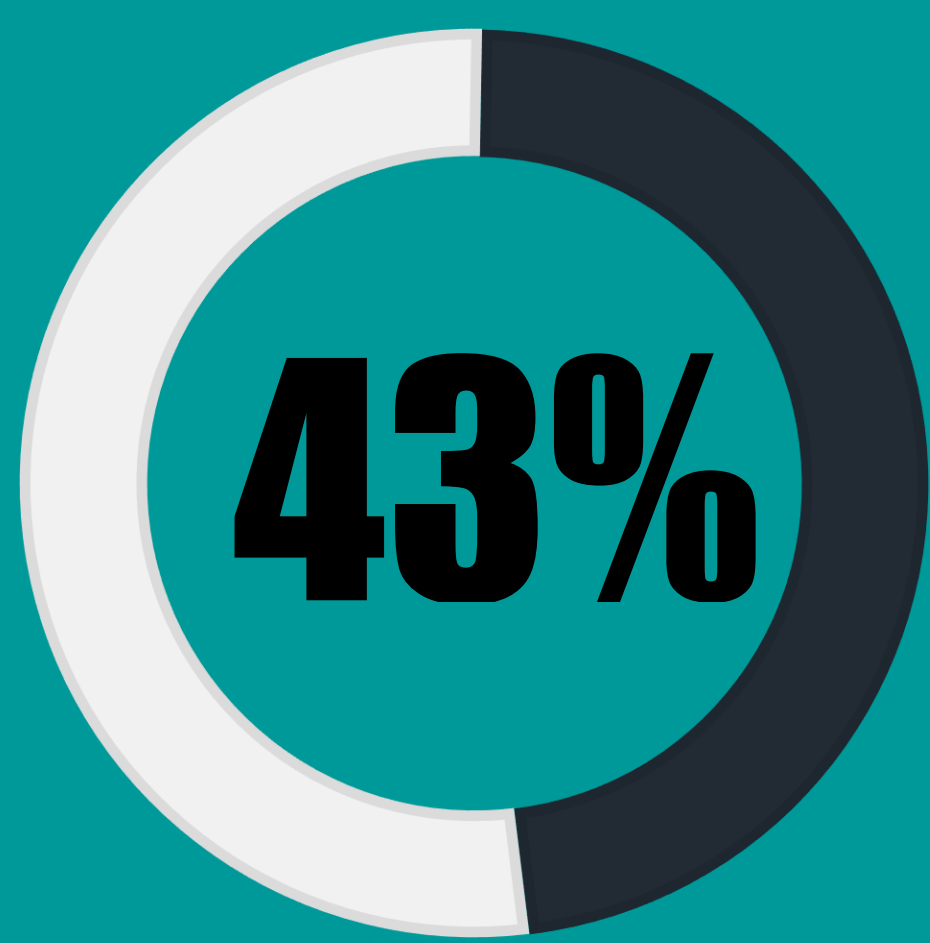
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BACKGROUND

ALPS has intercompany cashless services arrangement with 14 Public Healthcare Institutions (PHI) within the 3 clusters for ALPS staffs' Specialist Outpatient and Inpatient bills since 01 July 2018.

CHALLENGES



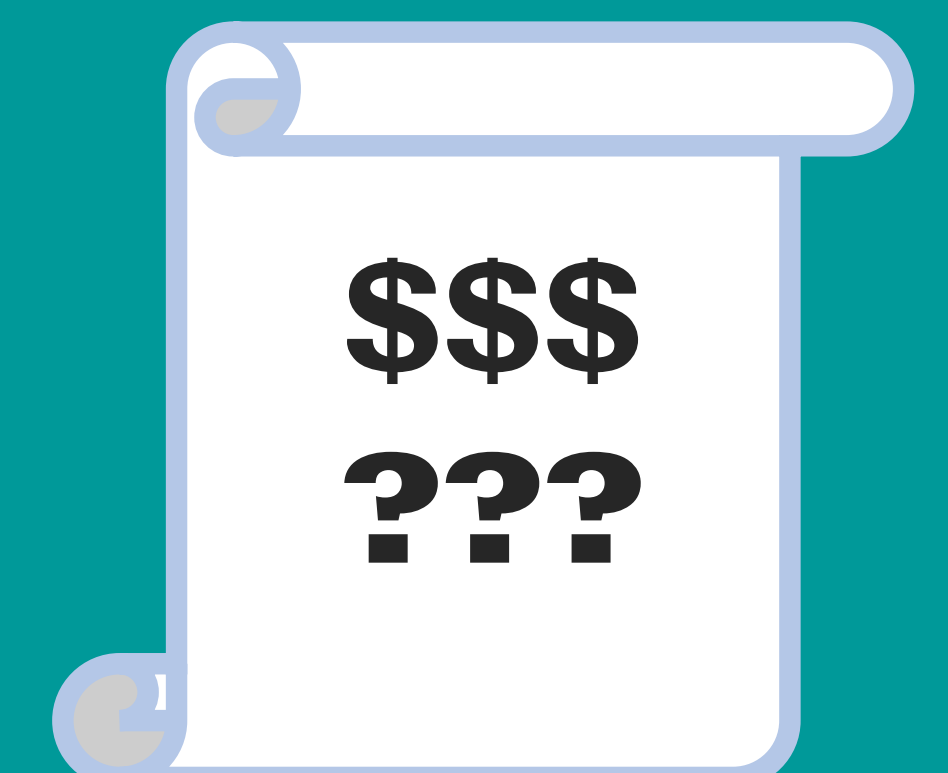
Bills manually keyed = added steps

6

Types of Benefit Plans + High Volume Bills!



Challenge in Retrieval of mails



No overview of outstanding Bills

AIMS

- ❖ Reduce days of outstanding bills to within 90 days by end of FY20.
- ❖ Reduce waiting time for posted bills in hardcopy, mainly for NUHS & NHG clusters.
- ❖ Establish an efficient monitoring process on outstanding bills.



RESULTS

Starting with 300 Days turnaround on bill processing for the top 7 PHIs (by volume), HRS team was able to reduce that by 6 times to within the 30-60 Days range.

Save Paper Save Trees

30-60days

300 +days

HUGE IMPROVEMENT!

METHODOLOGY

- ❖ Request to change hospitals' mailed bills to emailing softcopy of encrypted Certified True Copy bills to HRS members.
- ❖ Request Finance to send a monthly consolidated Statement of Accounts (SOA) by Institution and work with Finance on outstanding or unreconciled bills on quarterly basis.
- ❖ Set KPIs for the HRS team to process and submit bills received within certain timeline and refer to SOA for any lapses.
- ❖ HRS Lead established fortnightly check-in sessions focusing on the progress and challenges faced by HRS Team member on any outstanding bills.

CONCLUSION

- #4 In reviewing these gaps identified, we:
- ❖ Establish clear monitoring system and team KPIs,
 - ❖ Digitize hardcopy mail bills that allowed HRS to be on top of the bill processing, in turn delivering a more consistent turnaround time.