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"Paper-less" Billing to Insurers

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INTRODUCTION

All these while, patients who visit SGH A&E and have insurance coverage[1], A&E department is required to print out the individual patient's bill from SAP and dispatch the hardcopies to Patient Financial Services (PFS) department at Connection One. Patient Financial Service (PFS) team will then have to sort out and send the hardcopies bills together with a billing report to the respective insurers as part of the billing process.

METHODOLOGY

As A&E was reviewing their operational process to align with the hospital "Drop&Go" and "GO Green" initiatives , both A&E and PFS team came together, brain-stormed and reviewed the billing process for the insurers.

1 A few feedback sessions conducted to gather inputs from the ground team and insurers.

2 Some trials conducted to ensure the new process is feasible and more productive for the two departments.

3 Root-cause analysis was carried out to identify the areas for intervention and review.

4 Stakeholders were updated and implementation action plans were endorsed by HODs.

Average Annual Number of Final Bills mailed to Insurers[1]

	Before	After
	720	0
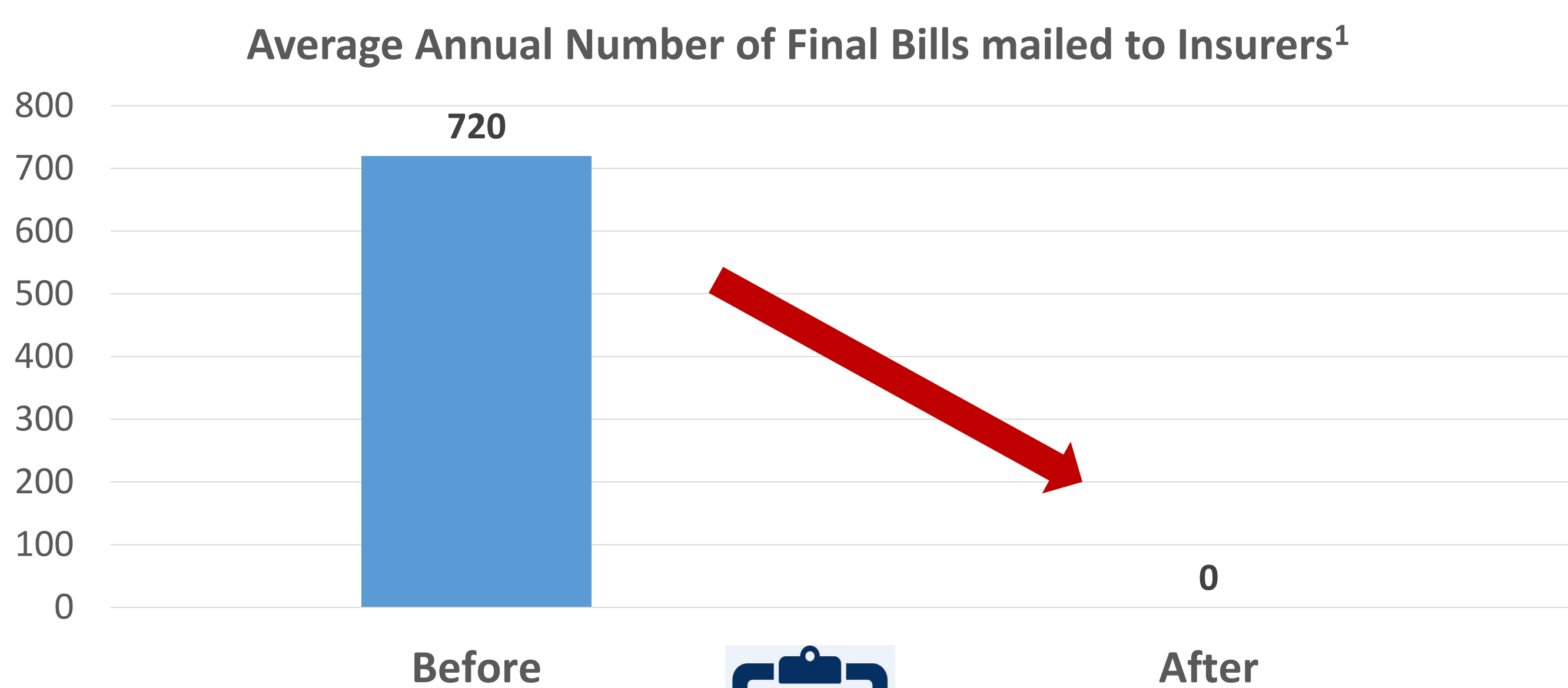
RESULTS

Overall, there was a reduction in the number of steps in the billing process; from **4** to **2**. The amount of papers used for billing was also greatly reduced which align to the SG GREEN PLAN The projected annual cost of savings[2] is $356.

The billing process is now more seamless and improved work productivity and efficiency which created joy at work for both departments.
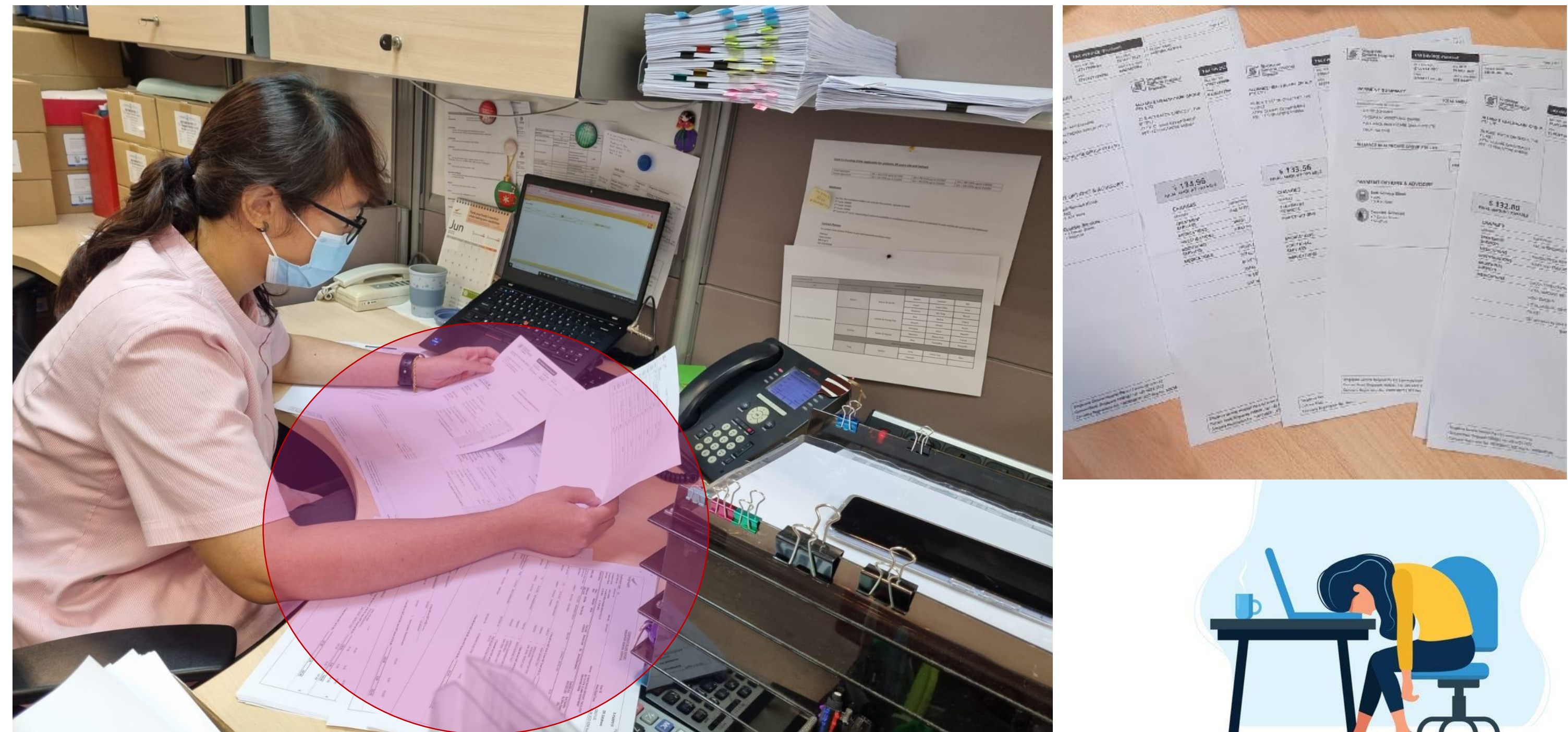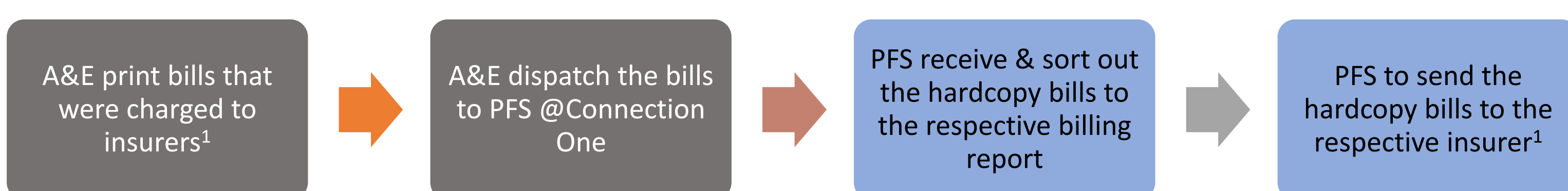
OBJECTIVES

- To reduce the carbon footprint in the billing process to insurers[1];
- To review existing processes and align with organization's direction.
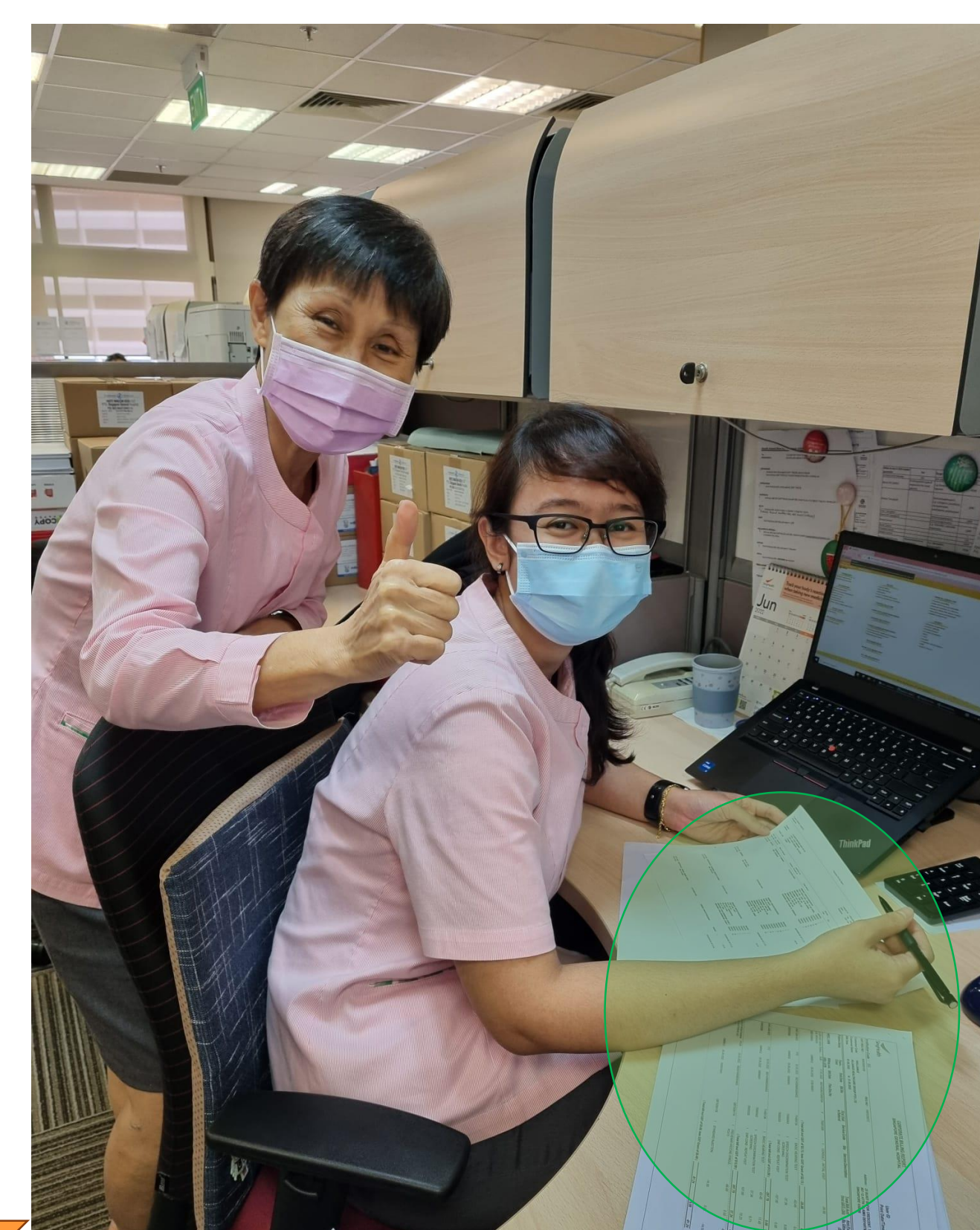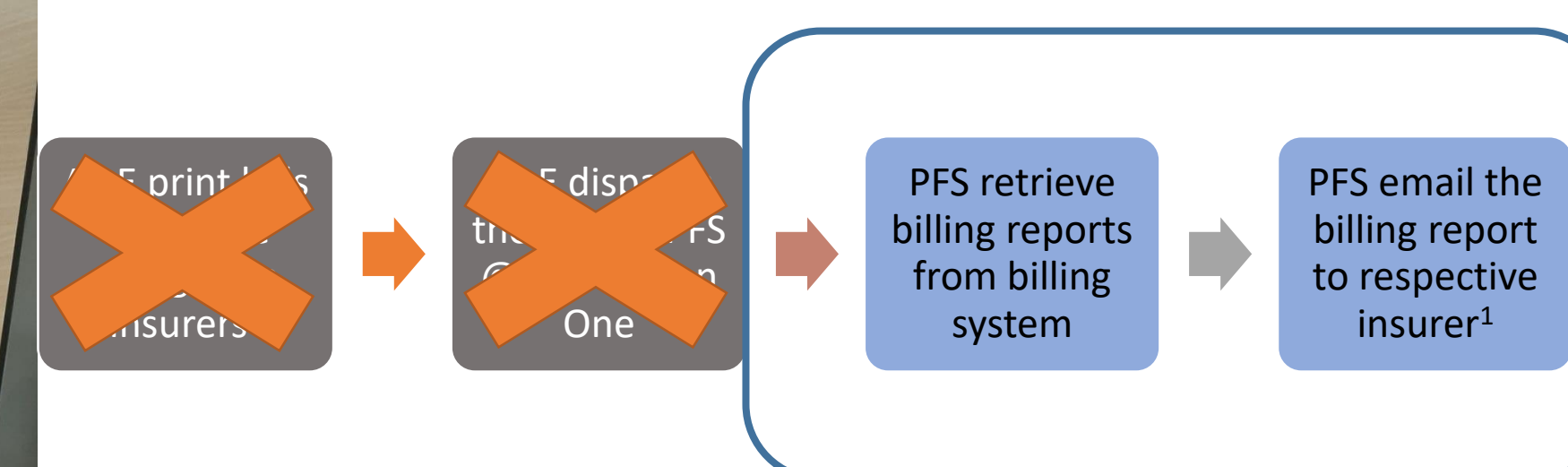
Before

Sorting of the hardcopy invoices against the billing reports

A&E print bills that were charged to insurers[1]	→	A&E dispatch the bills to PFS @Connection One	→	PFS receive & sort out the hardcopy bills to the respective billing report	→	PFS to send the hardcopy bills to the respective insurer[1]

After

~~A&E print bills that were charged to insurers[1]~~	→	~~A&E dispatch the bills to PFS @Connection One~~	→	PFS retrieve billing reports from billing system	→	PFS email the billing report to respective insurer[1]

Improved billing process

PFS retrieve billing reports from billing system	→	PFS email the billing report to respective insurer[1]

No more sorting of the hardcopy invoices. User only need to focus on the billing reports.
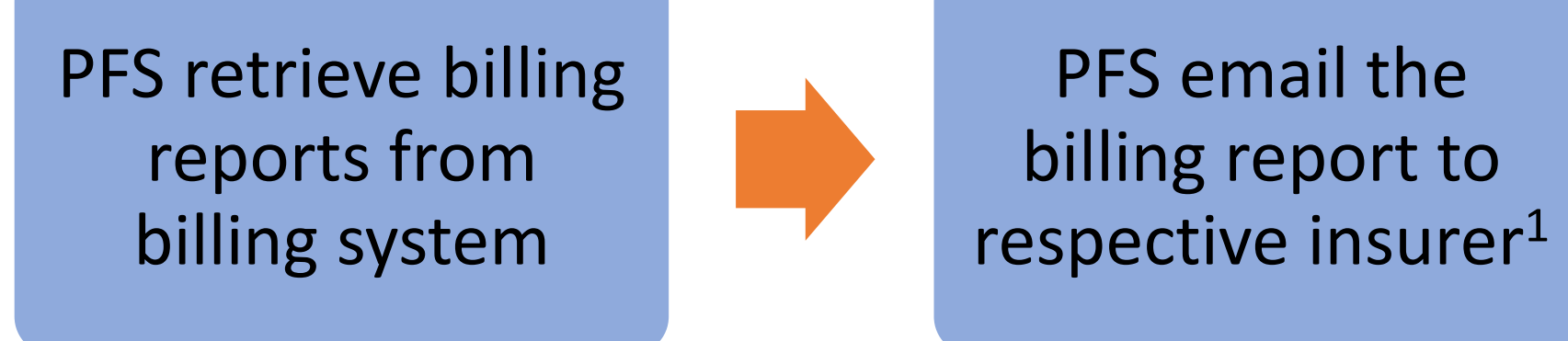
CONCLUSION

Everyone plays a vital role in reviewing processes at work place. It is a small gesture of contributing ideas and suggestion that not only enhance efficiency and saving cost in the organization but also bringing great joy to everyone at workplace.

[1]insurers that have direct billing arrangement with SGH
[2]cost of printing, A4 paper, toner cartridge, customised envelopes + cost of mailing