Survivor Kit in Outpatient Billing (3rd Party Payor)

Singapore Healthcare Management 2023

Singapore General Hospital
SingHealth

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1. Patient Financial Services 2. Specialist Outpatient Clinic 3. Department of Diagnostic Radiology
4. Finance 5. Pharmacy 6. Process Transformation and Improvement

Introduction

Third Party Payor ("3PP'") listing consists of multiple corporate payor codes which are relevant and essential for the outpatient billing teams at Specialist Outpatient Clinic ("SOC"), Department of Diagnostic Radiology ("DDR") and Pharmacy to complete the billing. Staff may not be familiar with the 3PP listing and often contact Patient Financial Services ("PFS") team for information. Lack of knowledge and information may result in delays in billing and bill cancellations due to rework.
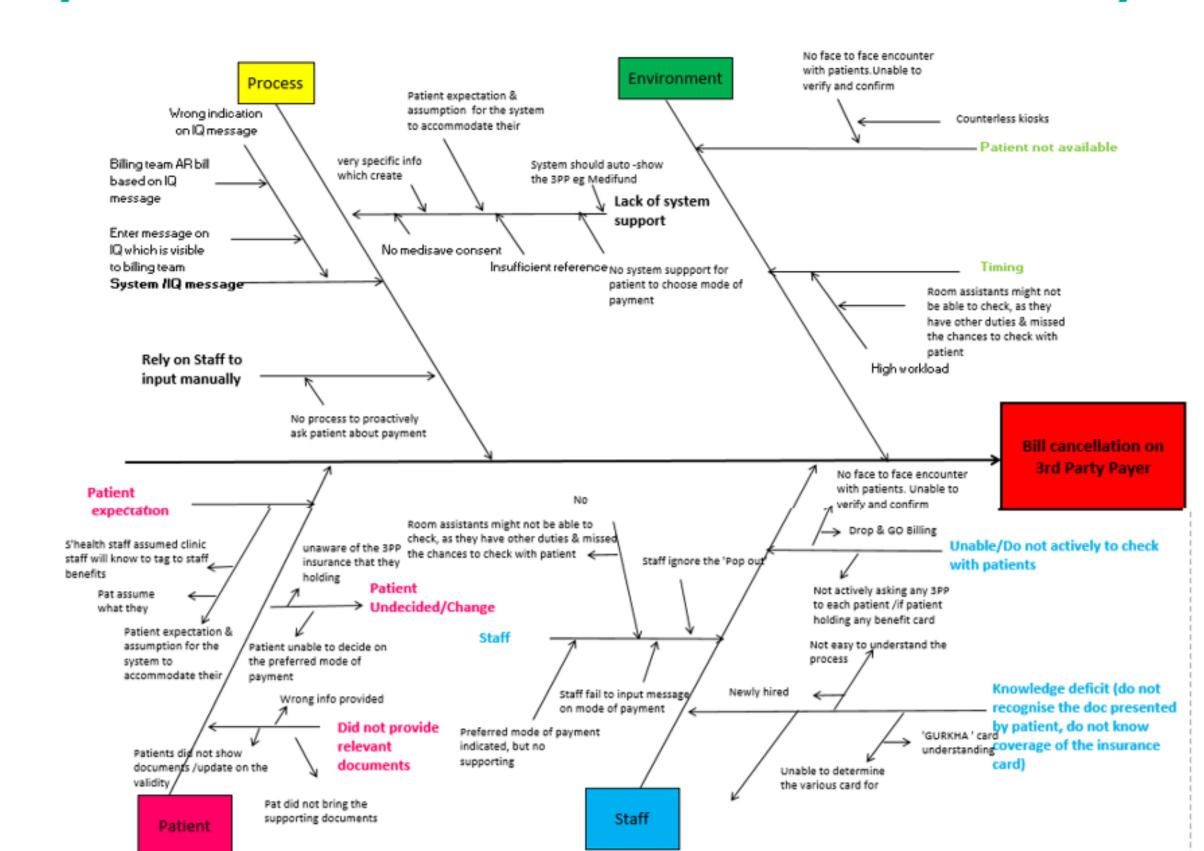
Aim

To promote "self-help" by increasing staff awareness on the 3PP information that is available in PFS Infopedia page.
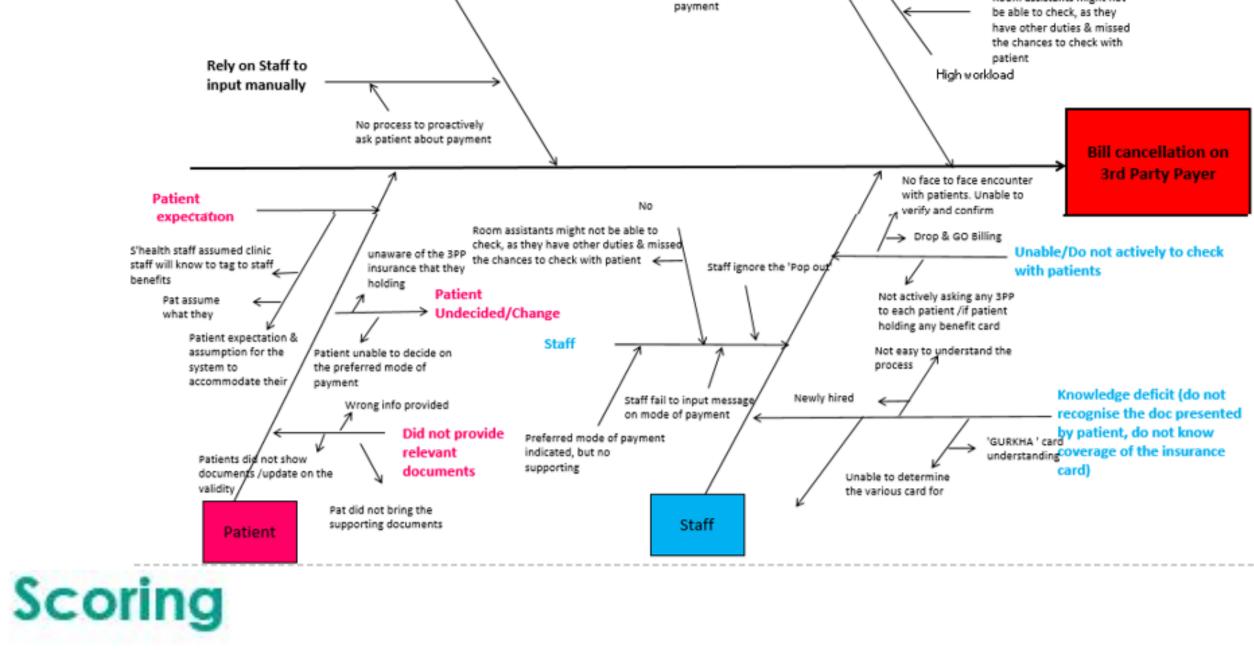
Methodology

The process was intensively discussed by the workgroup with representatives from SOC, DDR, Pharmacy and PFS using quality tools such as the Fish Bone Diagram and Driver Diagram. The main issues were identified:
1) Lack of knowledge
2) Information shared verbally during roll calls are not accessible online

Summary Pain Points for Bill Cancellation on 3rd Party Payer

Scoring

Figure 1: Methodology

Figure 2: Workshops sessions

Figure 3: Pre/Post Implementation Assessment

Results

Improved communication through latest updates[1]

Click Me for 3PP Latest Updates!
Legend

Training Slides with step-by-step guide and video on Self-Help[1]

Walkthrough on New Look on 3PP webpage @Infopedia

01 Find the 3PP page. Set it as your favourite link
02 Learn and find 3PP Updates easily
03 Quick search of MCPS
04 Quick search of Embassies & High Comm
05 NEW - Blood Donor Schemes

Let's Go for Self Learn

[1]: The initiatives were cascaded via roll calls and department meetings for Outpatient stakeholders

Poster related to 3PP displayed at various Outpatient locations

Making Claims Using Staff Benefit Cards or Insurance?

Inform our staff if you are paying by:
Civil Service Card
SingHealth Staff / Dependent Benefit Card
Employee Benefit Card*

Insurance*

MediSave*

You can also make payment via
Health Buddy
www.sgh.com.sg/pay

PATIENTS. AT THE HE❤RT OF ALL WE DO.*

Idea and concept by Parameswari D/O Venugopalan (DDR)

Self-help by staff

Average 556 webpage views
Post implementation

Increase by 25%

Average 419 webpage views
Pre-implementation

Data source:
Pre implementation: Aug 22 ; Post implementation: Jan 23

Post Implementation Findings:

16 staff[1] participated in an assessment where they were quizzed and timed to test their self-help skill on 3PP website

Level of awareness on 3PP

Average Scoring of 94%[2]

[1]: Emergency Medicine ("EM") , Ambulatory Surgical Centre ("ASC"), Diabetes and Metabolism Centre ("DMC"), Centre for Digestive and Liver Diseases ("CDLD"), Department of Diagnostic Radiology ("DDR") and Pharmacy.
[2]: Based on post implementation assessment. Average scoring for pre-implementation: 57%
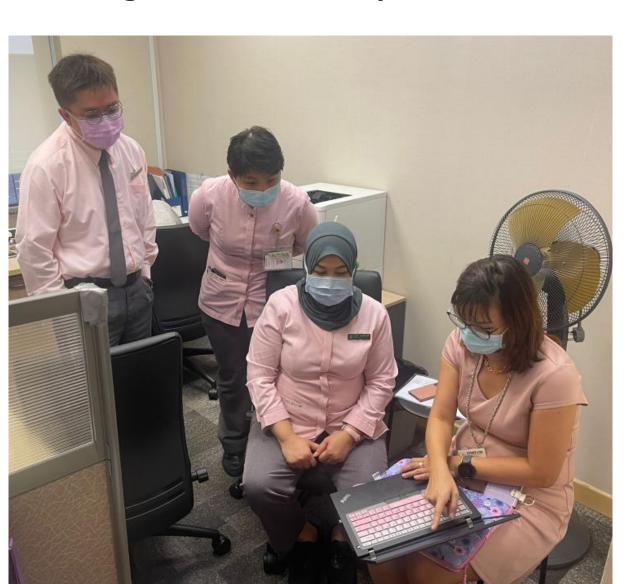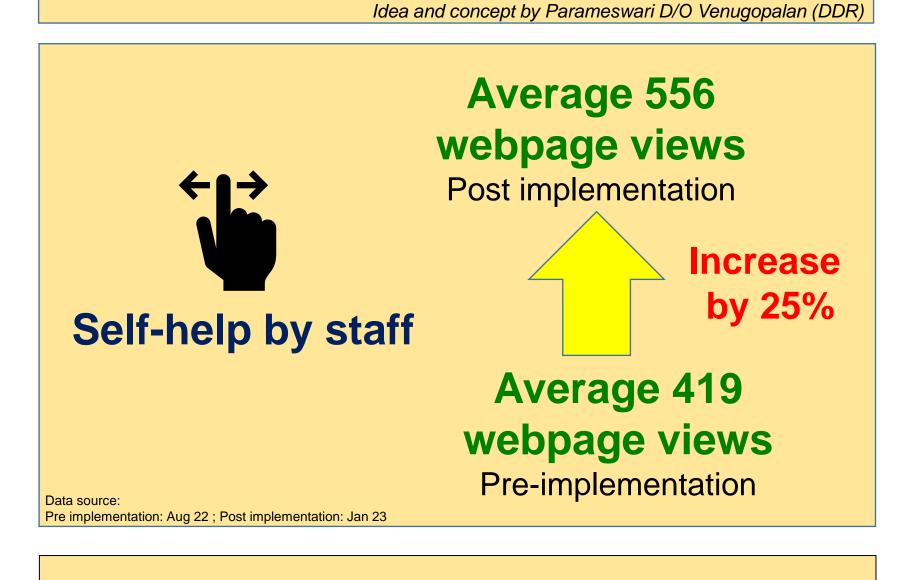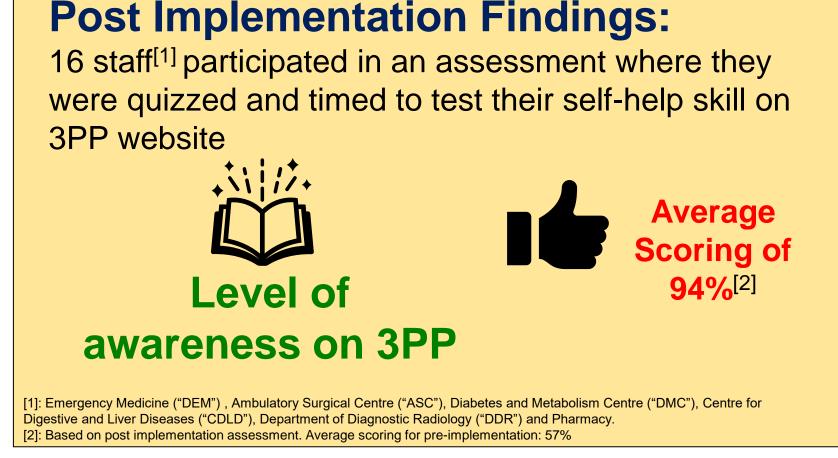
Figure 4 : Results achieved

Conclusion

This project was implemented to improve the billing knowledge of the outpatient billing teams. Staff has been provided with online resources for billing to 3PP information that is found in PFS Infopedia page. Through self-help, staff is able to bill correctly at the first instance which helps to reduce bill cancellations. This ensures that billing is completed on a timely basis which contributes to Joy At Work. A simple guide to available resources can create a significant impact for all ground staff in this digital era for staff to perform their daily task with confidence, joy and pride.