


SEATTLE CHILDREN'S HOSPITAL AT A GLANCE

- ❖ **Primary Service Area: Washington, Alaska, Montana, Idaho**
- ❖ **1 tertiary hospital, 8 hospital-based specialty clinics, 3 free-standing specialty clinics, 1 primary care/dental clinic, multiple collaborative relationships (hospitalists, outreach clinics)**
- ❖ **350K annual clinic visits; 16K annual admissions**
- ❖ **>5800 employees; >1000 providers**
- ❖ **47% Medicaid, 2% Medicare**









Seattle Children's
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SEATTLE CHILDREN'S EPIC AT A GLANCE

- ❖ **Go live: October 2008**
 - ❖ Prior systems = Siemens Invision, NextGen
 - ❖ **Modules: HB, PB, Cadence, Prelude, Single Billing Office, MyChart**
 - ❖ Not Epic clinical modules
 - ❖ **External revenue cycle systems or 'bolt – ons'**
 - ❖ nThrive EDI
 - ❖ Experian – PB expected reimbursement
 - ❖ Instamed – electronic eligibility verification
 - ❖ **Currently Epic version 2015; Planning Epic 2016 upgrade this summer**
 - ❖ Upgrades performed approximately every 18 months
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REVENUE CYCLE/EPIC ANALYST COLLABORATION

- ❖ 7 Epic Revenue cycle Analysts: 3 with IT backgrounds, 4 developed from Revenue Cycle roles
 - ❖ 5 of the 7 (plus their manager) all part of the original go-live
 - ❖ Epic Analysts are part of new business requirements and development planning
 - ❖ Weekly Monday afternoon meetings to discuss requests, issues, upcoming projects
 - ❖ Fridays = PARC Innovation Group (PIG) Innovation days for promotion of Analyst creativity
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	≡ Number	≡ Opened	≡ Priority	≡ State	≡ Requested for	≡ Description	≡ Assignment group ▲	≡ Assigned to	≡ Updated
	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	*PARC	Brenna Hutton	<input type="text" value="Search"/>
	RITM00202564	2017-03-28 15:12	4 - Scheduled	Resolved	Norma Howard	Please assign to Angela S: Psych charges for Boeing members should be billed to Beacon Health with PO Box 1852; Hicksville, NY and not to Regence. B...	PARC / Epic	Brenna Hutton	2017-04-21 13:07
	RITM00200885	2017-03-19 15:14	4 - Scheduled	Active	Kimberly Bagley	***Assign to Brenna or Kevin*** Wenatchee and Tri-Cities clinics will begin administering Botox injections on March 28th. We will need a claim edit...	PARC / Epic	Brenna Hutton	2017-04-18 09:44
	RITM00199835	2017-03-13 14:18	4 - Scheduled	Active	Suzanne Vanderwerff	For Brenna Hutton as coordinator. Health Home billing set up for April in PB. See 3-13-17 email	PARC / Epic	Brenna Hutton	2017-04-18 11:30
	RITM00206793	2017-04-20 14:57	4 - Scheduled	Active	William Stout	This ticket is for Brenna Please remove the formatting rule from claim edit 100690 and have it set to fire only if an auth number is not present. It...	PARC / Epic	Brenna Hutton	2017-04-21 08:44
	RITM00206982	2017-04-21 12:38	4 - Scheduled	Active	Norma Howard	S: Claim stopped in Claim Edit WQ 2336 with: User Errors 380 - [NF] Dental surgery auth [Rule 125285] - Invoice# 5003202090, DOS 12.29.16, MRN...	PARC / Epic	Brenna Hutton	2017-04-21 12:52

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Refund Changes

By Ken Powers

Guarantor refund checks will soon show a custom note based on the refund reason chosen in Hyperspace. We will send this custom note in the interface to Lawson's account's payable application so that it is printed on the same page as the refund check.

This custom note that appears on the refund check will allow business services to stop printing guarantor refund letters from Epic and therefore reduce the amount of work, and save cost in paper and processing time.



New vs. Established Charge Review in HB

By Matt Addie

In HB, we had a manual process to review *all* 'New' facility E&M codes (99201-99205). These charges made it through the automatic swapping logic, and required review to ensure the charges were truly meant for a new visit. After a fix to the swap logic fixed Urgent Care 99202/99212 charges, the volume decreased drastically.

The volume of 'New' facility E&M codes that required manual intervention fell to under 1% after the Urgent Care fix. With the help of the DRS, we submitted a SBAR and removed the WQ, saving time previously spent on a daily, manual workflow.

