

**Project Title**

Transformation of Medical Bills Processing by ALPS HR Services

**Project Lead and Members**

Fiona Ng Yi Ru

**Organisation(s) Involved**

ALPS Pte Ltd

**Healthcare Family Group(s) Involved in this Project**

Healthcare Administration

**Applicable Specialty or Discipline**

Human Resource

**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.

**Background**

See poster appended / below

**Methods**

See poster appended / below

**Results**

See poster appended / below

**Conclusion**

See poster appended / below

**Additional Information**

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project  
(Human Resource Category)

**Project Category**

Care & Process Redesign, Quality Improvement, Workflow Redesign, Job  
Effectiveness

**Keywords**

Billing Management, Cashless Service

**Name and Email of Project Contact Person(s)**

Name: Fiona Ng Yi Ru

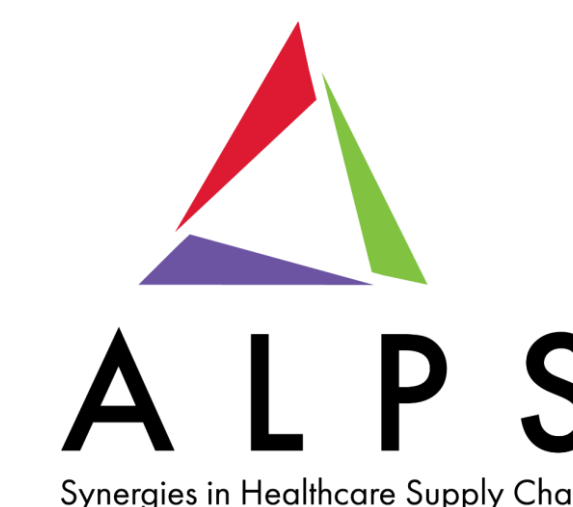
Email: [singaporehealthcaremanagement@singhealth.com.sg](mailto:singaporehealthcaremanagement@singhealth.com.sg)



# Transformation of Medical Bills Processing by ALPS HR Services

AUTHOR:

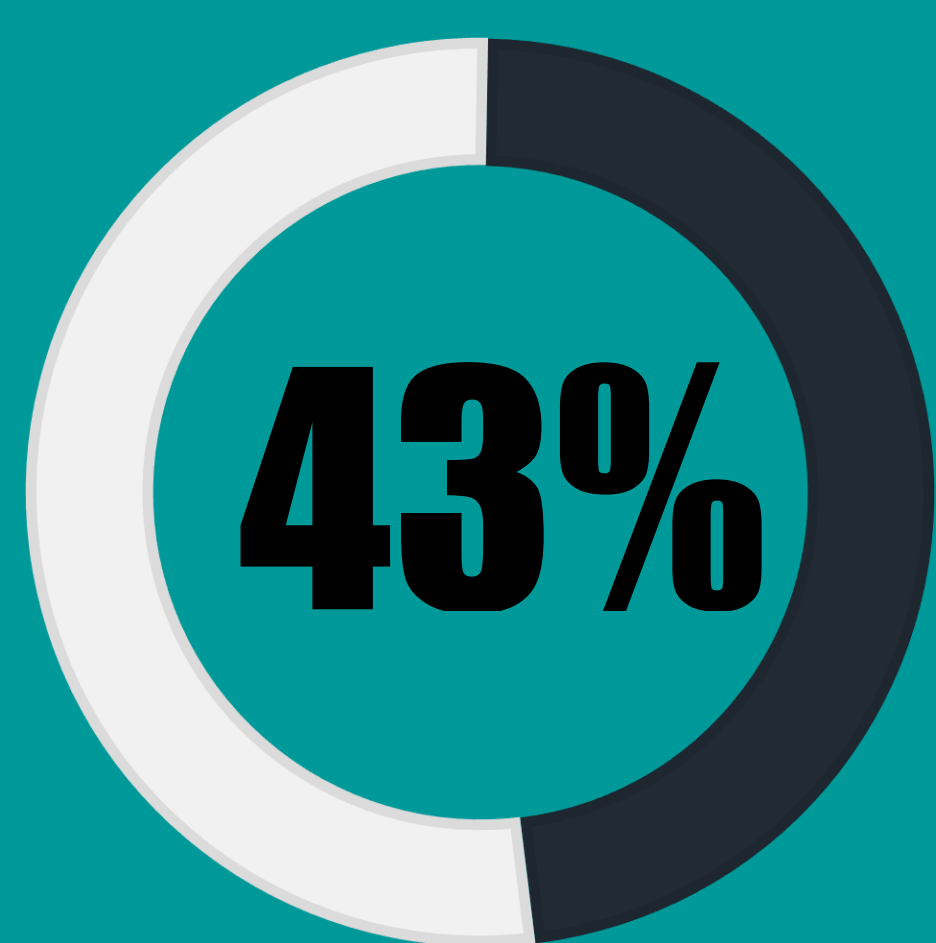
▪ Fiona Ng Yi Ru, HR Services Lead



## 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



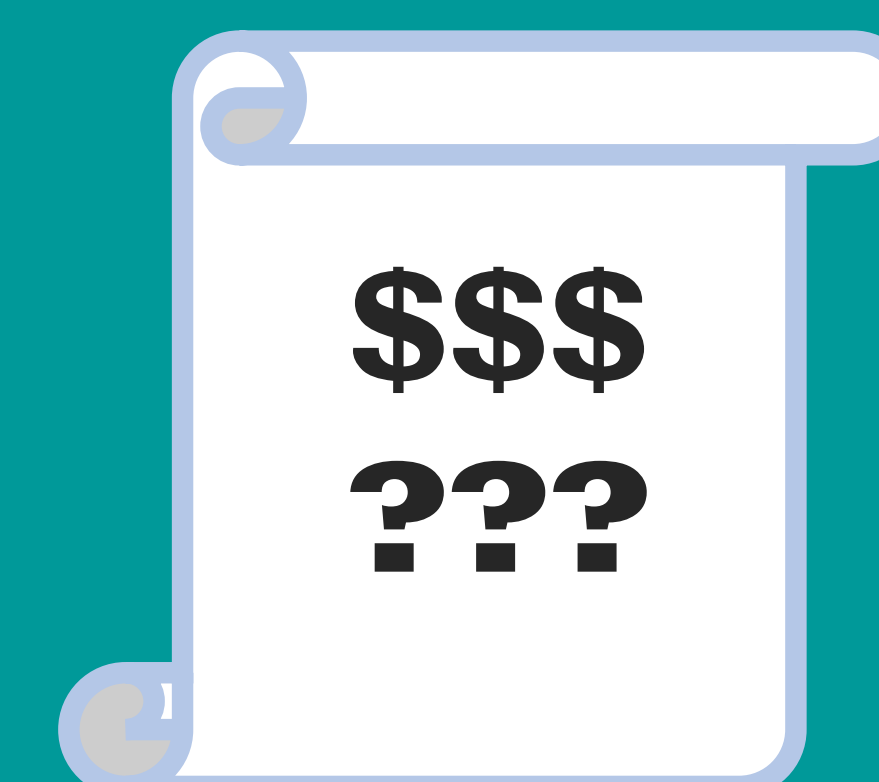
**Bills manually keyed = added steps**

**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.