

Project Title

“Paper-less” Billing to Insurers

Project Lead and Members

- Chiew Pei Pei
- Yushidah Bte Yusoh
- Charlene Tan
- Jade Tan

Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare administration

Applicable Specialty or Discipline

Financial services, Admission services

Project Period

Start date: Not indicated

Completed date: Not indicated

Aim(s)

- To reduce the carbon footprint in the billing process to insurers
- To review existing processes and align with organization’s direction

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Quality Improvement, Workflow Redesign, Job Effectiveness

Workforce Transformation

Job Redesign, Service Design, Workforce Performance, Workforce Productivity

Keywords

Paperless Billing, Insurance Coverage, Billing Report, Billing Process

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“Paper-less” Billing to Insurers

Chiew Pei Pei, Patient Financial Services
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Charlene Tan, Patient Financial Services
Jade Tan, Admitting Services



INTRODUCTION



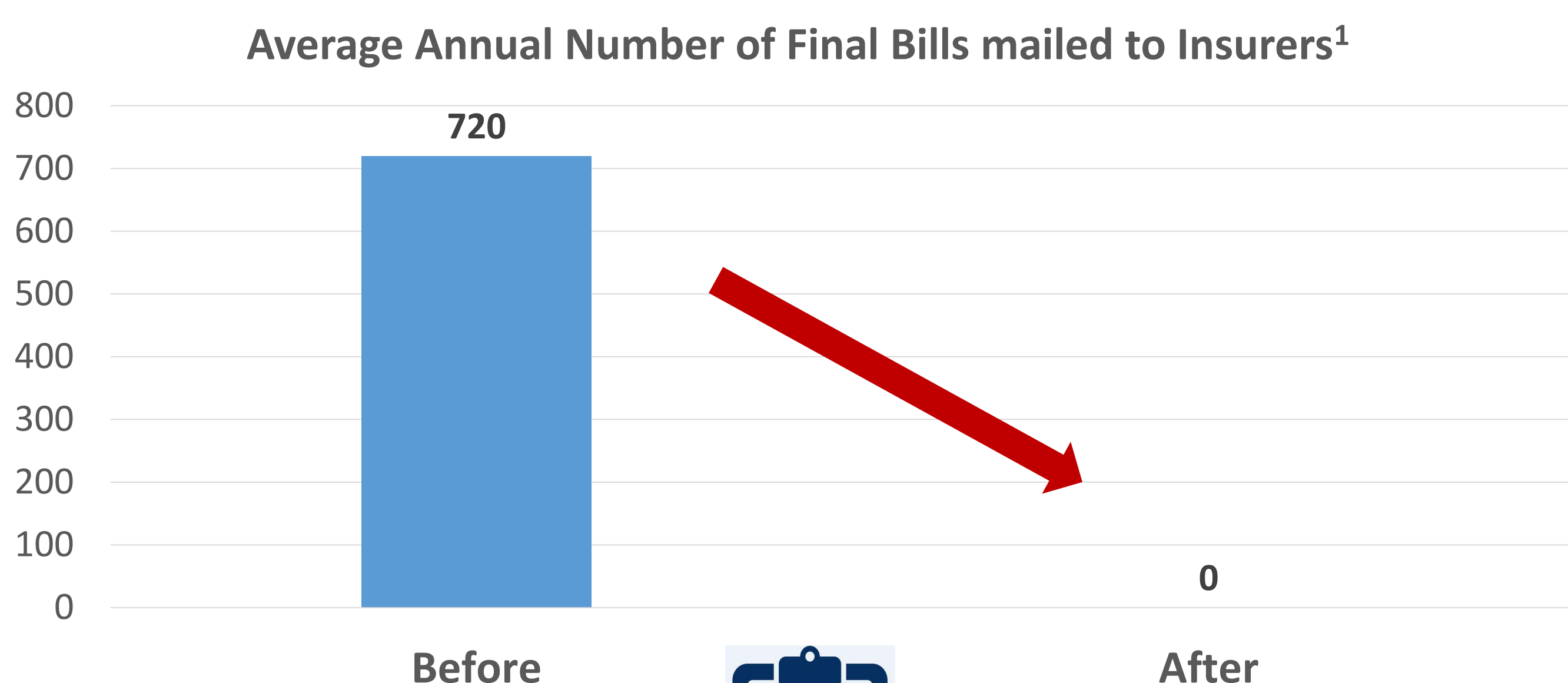
All these while, patients who visit SGH A&E and have insurance coverage¹, A&E department is required to print out the individual patient’s bill from SAP and dispatch the hardcopies to Patient Financial Services (PFS) department at Connection One. Patient Financial Service (PFS) team will then have to 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.



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 The projected annual cost of savings² is **\$356**.

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

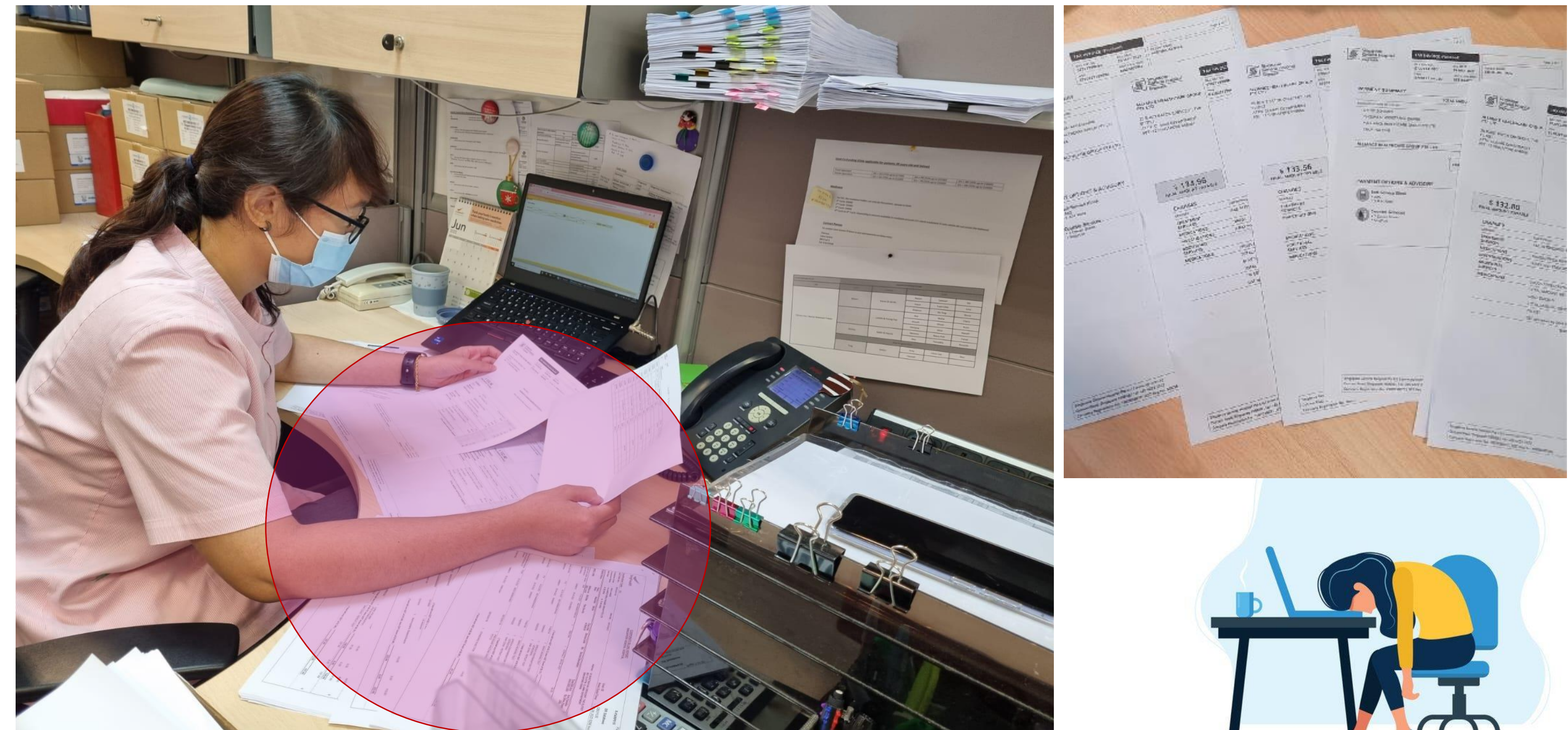
¹insurers that have direct billing arrangement with SGH

²cost of printing, A4 paper, toner cartridge, customised envelopes + cost of mailing

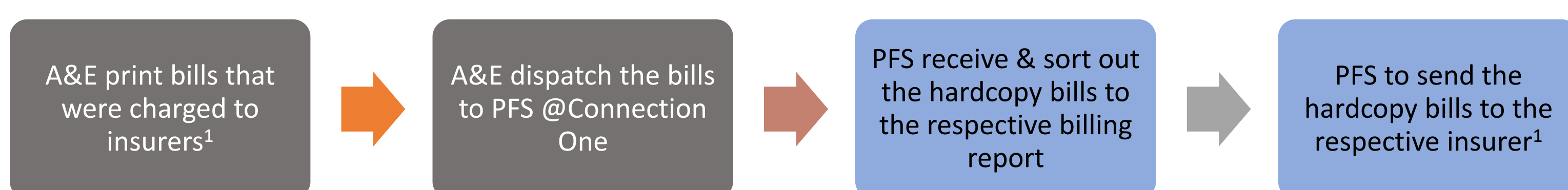
OBJECTIVES

- To reduce the carbon footprint in the billing process to insurers¹;
- To review existing processes and align with organization’s direction.

Before



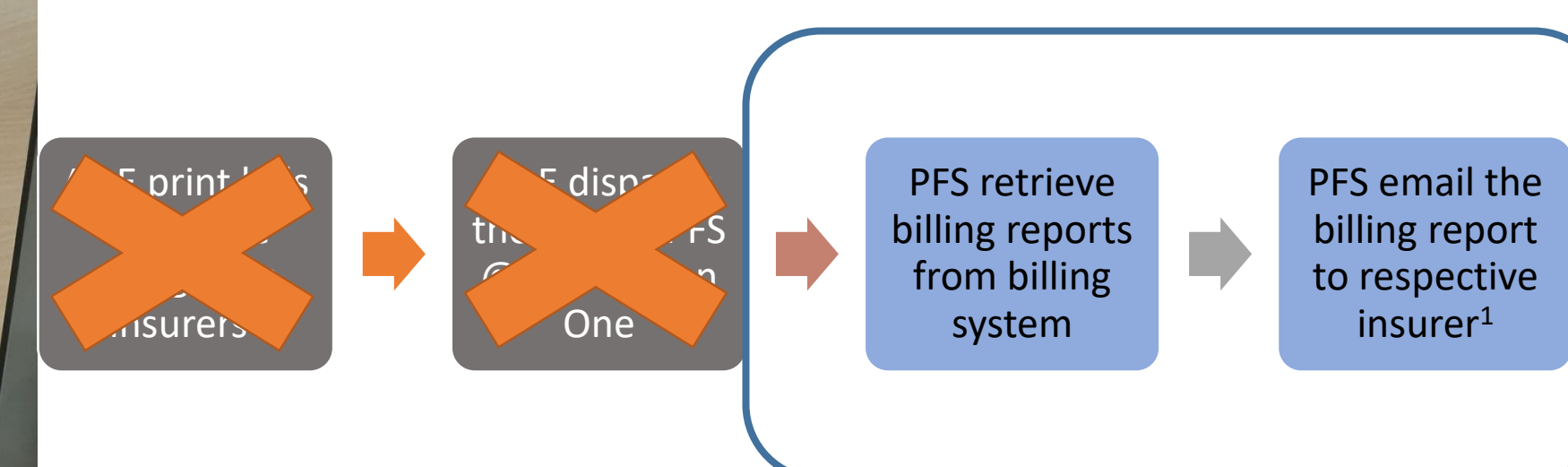
Sorting of the hardcopy invoices against the billing reports



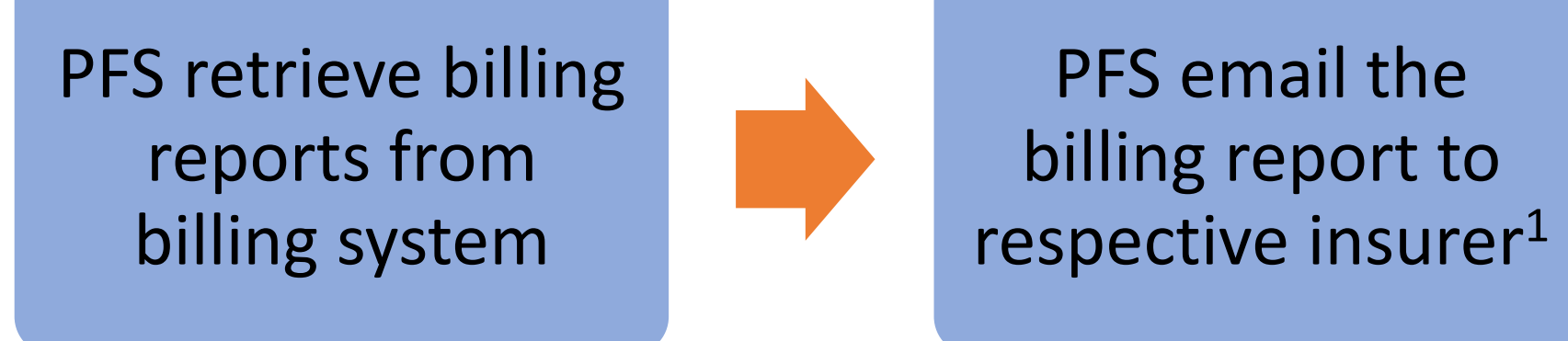
After



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



Improved billing process



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.

