#### CHI Learning & Development (CHILD) System



#### **Project Title**

Improving Claims Reimbursement Turnaround Time

#### **Project Lead and Members**

- Cassandra Tham
- Lim Chea Ngo
- Amber Chua
- Rose Seo
- Janani D/O Thuriraj

#### Organisation(s) Involved

National Dental Centre Singapore

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

Healthcare Administration

#### **Applicable Specialty or Discipline**

**Clinical Affairs** 

#### Aim(s)

To reduce average reimbursement turnaround and number of rejects

#### **Background**

See poster appended/ below

#### Methods

See poster appended/below

#### Results

See poster appended/ below



#### CHI Learning & Development (CHILD) System

#### Conclusion

See poster appended/ below

#### **Project Category**

Care & Process Redesign

Quality Improvement, Job Effectiveness

#### Keywords

Claims Reimbursement, Out of Pocket Expenses

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## Improving Claims Reimbursement Turnaround



# Time

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### **Clinical Affairs**

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### 1. Background

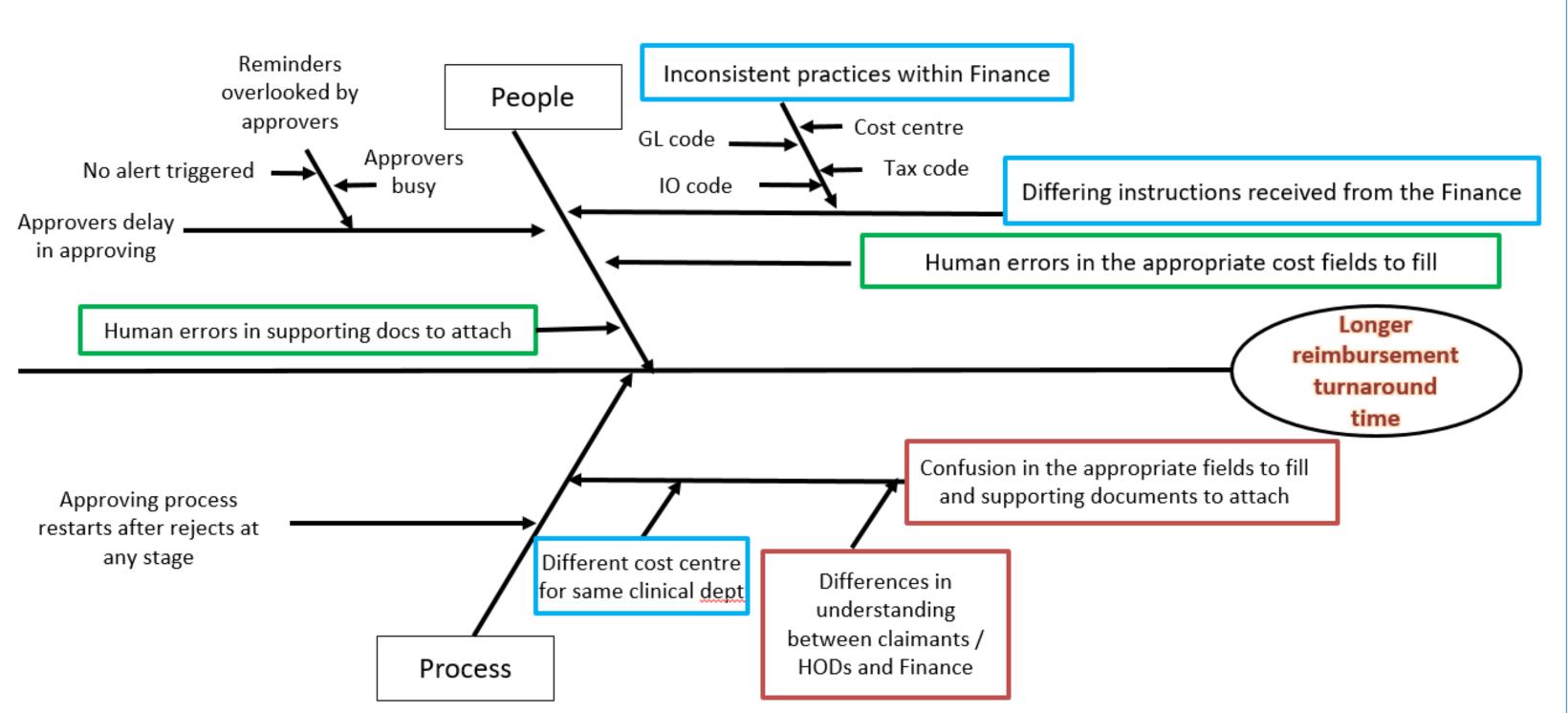
The department raises a significant number of claims for various meetings & events from different cost centres every month. Out-of-pocket amount accumulated by staff can be significant especially with rejects, leading to longer reimbursement turnaround time.

### 2. Objective

The project aims to reduce average reimbursement turnaround and number of rejects, which in turn helps to

- Improve process and efficiency
- Reduce staff's out-of-pocket amount
- Benefit users from other departments

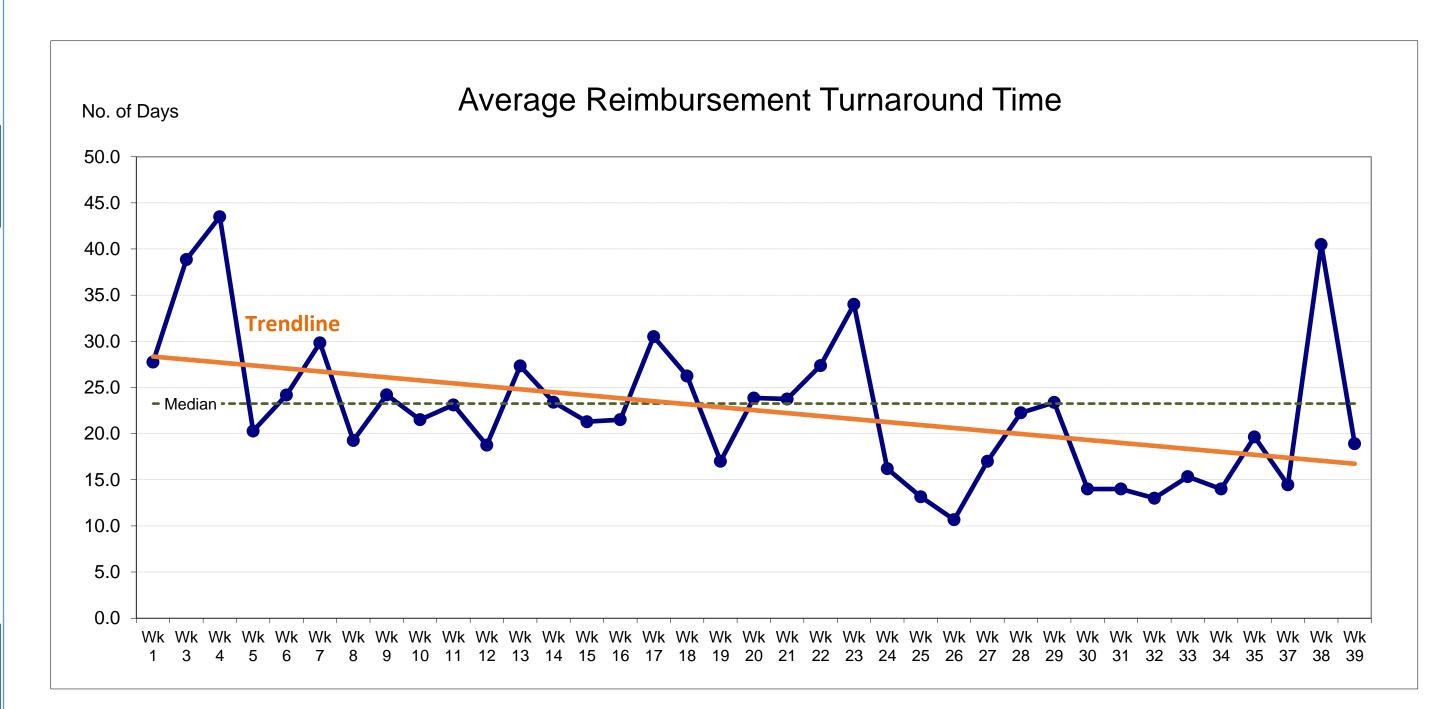
### 3. Root Cause Analysis

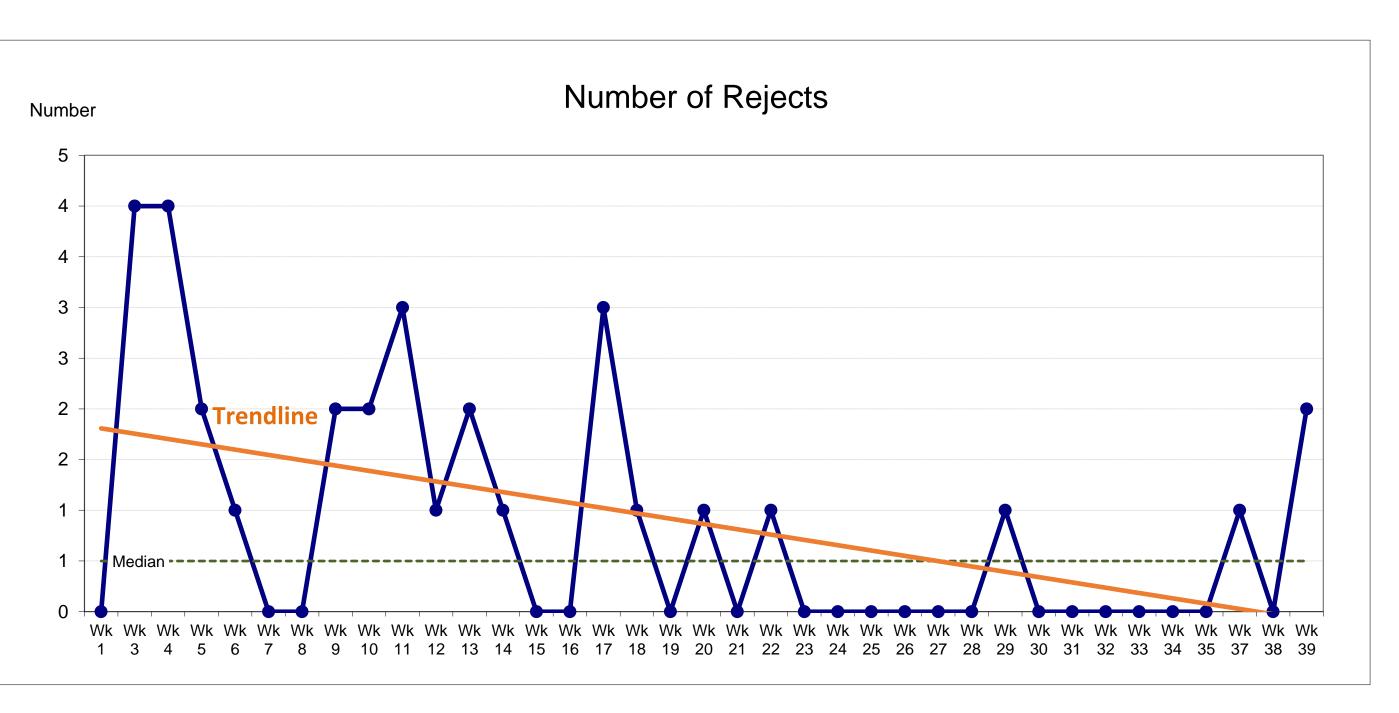


The possible root causes were identified using the Fishbone Diagram above. The team decided to address confusion in the appropriate fields to fill and differences in understanding between claimants and Finance.

### 5. Results

To determine the effectiveness of the solution, the average reimbursement turnaround time and number of rejects were monitored pre- and post-intervention.





The average reimbursement turnaround time and average rejects reduced by 24.2% (5 days) and 62.2% respectively after implementation of the interventions.

### 4. Solution

- Step 1: All possible claims raised by the department, with the fields to fill and supporting documents to attach, were consolidated into an excel file (Diagram 1).
- Step 2: The list of claims was then reviewed by Finance to ensure accuracy.
- Step 3: A user interface was developed to display the relevant fields and support documents required based on the dropdown list selected (Diagram 2). All information is populated from the list of claims (Step 2).

Diagram 1: List of Claims (Reviewed by Finance)

Purpose 🍱	Claim for 🔼	Event / From	Lookup	GL Co📶	Expense Type	/ GL Description	_	Routing 🔼	IO Code	Supporting Documents	Remarks 🔼
Refreshment Clain	n:OMS	Celebration (For >\$5/pax)	Refreshment ClaimsOMSCelebration (	22580000	NDC-DEPARTMENTAL FU		L FUND-O	7587000	Not Required	Receipt, Attendees List, HOD Ap	No Remarks
Staff Welfare	OMS	Wreath/Baby/Marriage Gift from Dept	Staff WelfareOMSWreath/Baby/Marria	22580000	NDC-DEPARTMENTAL FU	NDC-DEPARTMENTA	L FUND-O	7587000	Not Required	Receipt, HOD Approval Email	Indicate name of staff
Staff Welfare	Ortho	Farewell	Staff WelfareOrthoFarewell	22580010	NDC-DEPARTMENTAL FU	NDC-DEPARTMENTA	L FUND-O	7586000	Not Required	Receipt, Attendees List, HOD At	No Remarks
Refreshment Clain	n: Ortho	Celebration (For >\$5/pax)	Refreshment ClaimsOrthoCelebration	22580010	NDC-DEPARTMENTAL FU	NDC-DEPARTMENTA	L FUND-O	7586000	Not Required	Receipt, Attendees List, HOD Ap	No Remarks
Staff Welfare	Ortho	Wreath/Baby/Marriage Gift from Dept	Staff WelfareOrthoWreath/Baby/Marria	22580010	NDC-DEPARTMENTAL FU	NDC-DEPARTMENTA	L FUND-O	7586000	Not Required	Receipt, HOD Approval Email	Indicate name of staff
Refreshment Claim	n: RD	Celebration (For >\$5/pax)		22580020	NDC-DEPARTMENTAL FU	NDC-DEPARTMENTA	L FUND-RI	2010000	Not Required	Receipt, Attendees List	For claims above \$5 per pax
Staff Welfare	RD	Farewell	Staff WelfareRDFarewell	22580020	NDC-DEPARTMENTAL FU	NDC-DEPARTMENTA	L FUND-RI	7585000	Not Required	Receipt, Attendees List, HOD At	No Remarks
Refreshment Clain	n: RD	Celebration (For >\$5/pax)	Refreshment ClaimsRDCelebration (Fo	22580020	NDC-DEPARTMENTAL FU	NDC-DEPARTMENTA	L FUND-RI	7585000	Not Required	Receipt, Attendees List, HOD At	No Remarks
Staff Welfare	Ortho	Birthday	Staff WelfareOrthoBirthday	51520050	STAFF BENEFITS-OTH	OTHER STAFF WELFA	ARE	7586000	DK22BDFUNDHR	Receipt, Staff Namelist	No Remarks
Staff Welfare	Ortho	Staff Engagement	Staff WelfareOrthoStaff Engagement	51520050	STAFF BENEFITS-OTH	OTHER STAFF WELFA	ARE	7586000	DK22SEFUNDHR	Receipt, Staff Namelist	No Remarks
Staff Welfare	Ortho	Wreath/Baby/Marriage Gift from Centre	Staff WelfareOrthoWreath/Baby/Marria	51520050	STAFF BENEFITS-OTH	OTHER STAFF WELFA	ARE	7586000	D9SW-GIFTHR_	Receipt	No Remarks
Staff Welfare	OMS	Birthday	Staff WelfareOMSBirthday	51520050	STAFF BENEFITS-OTH	OTHER STAFF WELFA	ARE	7587000	DK22BDFUNDHR	Receipt, Staff Namelist	No Remarks
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Staff Welfare	OMS	Wreath/Baby/Marriage Gift from Centre	Staff WelfareOMSWreath/Baby/Marria	51520050	STAFF BENEFITS-OTH	OTHER STAFF WELFA	ARE	7587000	D9SW-GIFTHR_	Receipt	No Remarks
Staff Welfare	DO	Birthday	Staff WelfareDOBirthday	51520050	STAFF BENEFITS-OTH	OTHER STAFF WELFA	ARE	7584500	DK22BDFUNDHR	Receipt, Staff Namelist	No Remarks
Staff Welfare	Endo	Staff Engagement	Staff WelfareEndoStaff Engagement	51520050	STAFF BENEFITS-OTH	OTHER STAFF WELFA	ARE	7585100	DK22SEFUNDHR	Receipt, Staff Namelist	No Remarks
Staff Welfare	Perio	Staff Engagement	Staff WelfarePerioStaff Engagement	51520050	STAFF BENEFITS-OTH	OTHER STAFF WELFA	ARE	7585200	DK22SEFUNDHR	Receipt, Staff Namelist	No Remarks
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Staff Welfare	Pedo	Staff Engagement	Staff WelfarePedoStaff Engagement	51520050	STAFF BENEFITS-OTH	OTHER STAFF WELFA	ARE	7585400	DK22SEFUNDHR	Receipt, Staff Namelist	No Remarks
Staff Welfare	OHT	Staff Engagement	Staff WelfareOHTStaff Engagement	51520050	STAFF BENEFITS-OTH	OTHER STAFF WELFA	ARE	2039000	DK22SEFUNDHR	Receipt, Staff Namelist	No Remarks
Staff Welfare		Staff Engagement	Staff WelfareGSDCStaff Engagement	51520050	STAFF BENEFITS-OTH	OTHER STAFF WELFA	ARE	8080000	DK22SEFUNDHR	Receipt, Staff Namelist	No Remarks
Staff Welfare	RD	Wreath/Baby/Marriage Gift from Centre	Staff WelfareRDWreath/Baby/Marriage		STAFF BENEFITS-OTH	OTHER STAFF WELFA	ARE	7585000	D9SW-GIFTHR_	Receipt	Indicate name of staff
Staff Welfare	Endo	Birthday	Staff WelfareEndoBirthday	51520050	STAFF BENEFITS-OTH	OTHER STAFF WELFA	ARE	7585100	DK22BDFUNDHR	Receipt, Staff Namelist	No Remarks

### 6. Conclusion

The effective interventions were successful in reducing reimbursement turnaround time and number of rejects, and in turn helped to improve process and efficiency. Moreover, they

- a) were simple to use and had big impact on productivity.
- b) This solution can then be easily scaled up to benefit other departments in NDCS.

### 4. Solution (cont'd)

Diagram 2: User Interface

<u>-</u>				
Purpose	Claim for which department	Event		
Refreshment Claims	Perio	Journal Club		
Step 2: Input the releva	nt fields in the ePRF Claim	ns form		
Inputs				
GL Code	55507010			
Expense Type	REFRESHMENTS			
Expense Type Description / GL				
Description	REFRESHMENTS			
Cost Centre / Routing	7010000			
IO Code	DZDUKCFY21ED			
Supporting Documents Required	Receipt, Attendees List			
Remarks	To print a copy and pass to ACP Office for filing			
Tax Code*	I7: with GST, IN: w/o GST			