SIS NW INC

Bringing your static documents to life.
Pacific NW owned and operated.

LOCKBOX FREED UP STAFF
AND IMPROVED OFFICE EFFICIENCIES.

Western Washington Medical Group (WWMG) is an independent medical practice in Everett Washington with 90 providers in 20 locations, offering primary care and 20 specialty services. WWMG started using SIS NW's accounts receivable solution in February of 2017. Adopting SIS NW's Lockbox solution was part of a greater effort to increase efficiencies by consolidating billing functions in WWMG's Central Business Office (CBO) that had previously been performed at multiple clinic locations.

Amelia Edens, WWMG's Revenue Cycle Manager said,

"The CBO would not have been possible without SIS NW's Lockbox service. SIS NW opens our mail, deposits our checks, and provides us with a data file containing all of the information about patient payments, allowing us to automatically post all payments to the individual patient accounts.

> *"The Lockbox service has eliminated duplicate efforts in the individual offices and the billing office and saved a tremendous amount of time in our billing operation."*
>
> *Amelia Edens, Revenue Cycle Manager*

They also provide a secure repository for all of our payment information, which has completely eliminated paper storage of these records. In the past it was hard to find information when needed and now it can easily be found in seconds.

Between the individual offices and the billing offices, the posting process alone used to take eight hours a day. The auto-posting process now takes seconds and is done with the "push of a button". We do a thorough audit as a control in our process, which takes less than an hour. We have effectively freed up an FTE to perform other tasks - primarily pre-collection calls, managing credentialing, and re-purposed another FTE to work on credentialing and other tasks.

The additional focus on the pre-collection process has resulted in a 12% reduction in the number of accounts being sent to collections.

Prior to the lockbox process a part-time person was spending half the day opening mail, making copies, and preparing deposits. That position has been eliminated.

SIS NW's Lockbox has had a dramatic impact on our billing operations, helping to increase revenue and focus on other areas of our business as part of our strategic goals."

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