JANUSHEALTH

M **Memorial**
Healthcare System

CASE STUDY

A Desire to Maximize Efficiency Prompted a FL Health System to Look for Big Gains in Claims Processing

Client Need

Memorial Healthcare System (MHS) had to find a way for its revenue teams to maximize efficiency, since the pressure to keep up with the current volume was unsustainable. After terminating a previous vendor contract, revenue cycle leadership looked for a partner who understood their processes and how automation could streamline workflows, integrate with Epic, generate new capacity, and meet growing demand.

Solution

MHS chose Janus Health's **Claim Intelligence** and **Teleport for Claims** solutions. Teleport unburdens workers from tedious portal navigation tasks while Claim Intelligence provides rich claim details directly into Epic. With these solutions, teams can act quickly and resources can be reallocated to higher value revenue cycle activities. The revenue cycle team saves substantial time daily, increasing overall operational efficiency.

> *Staff are not always thrilled with new products...with Teleport, for once, we're giving them a tool that benefits them and makes their job easier and more enjoyable. [It] is truly helping them in their day-to-day work."*
>
> **CHERYL BOUCHER • REV CYCLE VP**

Results

Teleport saves each staff member **1.5 minutes** every time they use it. As a result, over **5 hours of new capacity** are created daily. Almost **4,000 claims are automatically statused** per day. The new operational efficiency increases opportunities and **reallocates resources to higher-value work**.

The Janus Health Difference

A true partnership was created in which MHS provided valuable product information to address new features ahead of go-live, giving them confidence in the solution right out of the gate. The team is also excited about opportunities to explore and incorporate new Janus Health solutions that cover the complete revenue cycle end-to-end, enabling continuous improvement.

INTELLIGENT REVENUE CYCLE SOLUTIONS, REAL FINANCIAL RESULTS

5+ hours
OF TEAM CAPACITY
CREATED DAILY

~4K
CLAIMS STATUSED
DAILY

1.5 minutes
SAVED PER
TELEPORT USE

Actual Janus Health client results

Empower Your Teams to Work at Their Highest Level

GET STARTED TODAY

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