



Illinois Public Health Association

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IPHA partners with CDP, Inc. to Enhance Revenue Generation for Local Health Departments through a Billing System fully integrated with Electronic Health Records

SPRINGFIELD, Illinois, February 4, 2015 -- The Illinois Public Health Association (IPHA) today announced a new partnership with CDP, Inc. to assist local health departments with enhanced billing capabilities that are fully integrated with Electronic Health Records (EHR).

Although LHDs in Illinois are the most common provider of vaccines to Medicaid-eligible children, only 10-15 percent of them have developed full capacity to bill public or private insurance carriers for vaccines provided. During the last year, LHDs provided over 150,000 vaccinations to under-insured children or children with private insurance by LHDs. In addition, LHDs remain a key provider of selected adult immunizations, providing over 77,000 vaccinations to adults during the last year.

With 48 percent of LHDs across the country reporting that they reduced or eliminated services in 2012, and 31 percent of them cutting jobs in 2014, it is essential that Illinois LHDs develop the capacity to bill public or private insurance carriers for immunization services in order to capture reimbursement for services, increase health department revenue and increase immunization coverage levels.

Through a new partnership, agencies that are members of IPHA will be able to work with CDP through the Immunization Billing Project to enhance their ability to bill third party payers for immunizations and other billable services, while also ensuring that their system is fully integrated with EHRs. Revenues generated from this project enable LHD's to continue offering immunization services and, in some cases, it may allow health departments the ability to expand the scope of services that they offer.

CDP's EHR program, ezEMRx, is a certified stage 1 and 2 Meaningful Use / Public Health ready Electronic Health Record (EHR) solution. The ezEMRx solution will include a full Revenue Cycle Management system that is fully integrated with ezEMRx. Other features include Insurance Eligibility Verification, Credentialing and Contracting Services, Scheduling, Pharmaceutical and Vaccine Inventory Management, and various other Practice Management Services. All of these features are designed specifically to meet the needs of local health departments.

"The Immunization Billing Project has been a valuable resource to our local health departments and this new partnership with CDP, Inc. will allow even further service benefits by integrating billing systems with Electronic Health Records" says Tom Hughes, IPHA Executive Director.

IPHA is very pleased to report that the claims revenue received by the health departments that are participating in the Immunization Billing Project is greatly exceeding expectations.

SPRINGFIELD, Illinois, October 13, 2015 – Update on the IPHA's partnership with CDP, Inc. to assist local health departments with enhanced billing capabilities that are fully integrated with Electronic Health Records (EHR).

"Using ezEMRx is paying off for our agency and we are starting to receive sizeable monthly reimbursement checks," said Don Cavi, Administrator of the Logan County Health Department. During the months of August 2015 and September 2015, Logan County Health Department received more than \$38,000 in paid claims. When Logan County Health Department contracted with CDP to use ezEMRx, the electronic medical records system that includes complete revenue cycle management, its projected monthly revenue was \$8,000 per month. Thus far, the amount of revenue actually collected is more than double that amount!

McLean County Health Department is also experiencing good results. During the months of August 2015 and September 2015, McLean County Health Department received more than \$44,000 in paid claims. Both Logan and McLean are using ezEMRx for both electronic medical records and billing services.

Franklin-Williamson Bi-County Health Department was the first health department to take advantage of the billing-only option for this project, which allows smaller health departments access to CDP's full revenue cycle management system without the costs of the EMR. During the months of August 2015 and September 2015, the gross revenue from paid claims at Franklin-Williamson Bi-County Health Department was more than \$59,000. "Overall, I'm glad that we did it," said Robin Koehl, Administrator of Franklin-Williamson Bi-County Health Department. "We'd be missing out on revenue that we would not have otherwise been able to capture if we didn't do it."

In addition to the claims revenue exceeding expectations, IPHA has also been receiving rave reviews of the excellent customer service that the CDP and ezEMRx team is providing.

"Overall, I think that the system is working and CDP did a great job with developing, training and implementation," said Cathy Dreyer, Fiscal Manager, McLean County Health Department. Don Cavi stated, "We feel we have a partnership with CDP, for if we don't succeed in capturing our revenue, neither do they. We both have a common goal and will do what is necessary to build a successful revenue stream to ensure the success of both parties." Don also added, "CDP staff is easily accessible, quick to respond and they proactively initiate weekly contacts with our staff to ensure the system is meeting our needs."

Using ezEMRx has also made the transition to ICD-10 a lot easier. "It was so helpful to have CDP transfer all of our ICD-9 codes over to ICD-10. We did nothing for this transition," said Kara Davis, BSN, Assistant Administrator/Director of Nursing for Logan County Health Department. Robin Koehl stated, "Knowing CDP was handling the ICD-10 changes took the weight off of our staff." "With recent staff lay-offs, this was extremely helpful."

Having a billing team that follows up on submitted claims is one of the great advantages of using ezEMRx. "We love the fact that the ezEMRx system does all of our claim follow-up, payment recovery and record documentation," said Don Cavi. "It's like having an additional billing and medical records department in our office without having to hire new employees. This saves our staff time and reduces our overhead." Robin Koehl reported, "If a claim is rejected or denied for any reason, they go after it."

IPHA Immunization Billing Project Exceeds \$700,000 in Revenue

SPRINGFIELD, Illinois, February 11, 2016 - At a time when the fiscal outlook for most local health departments in Illinois is troubling, the IPHA Immunization Billing Project, funded through the Illinois Department of Public Health, is offering some much-needed relief. The claims revenue that is being collected by the participating health departments continues to greatly exceed expectations. During the month of December 2015 alone, fourteen local health departments collectively earned \$261,579 in revenue from paid claims. The total claims revenue for July 2015 to date is \$724,871.17.

Twenty-four local health departments in Illinois have now contracted with CDP, Inc., IPHA's Romeoville, Illinois-based partner on the Immunization Billing Project, to utilize ezEMRx, the electronic medical records system that includes complete revenue cycle management. Of these health departments, nine have contracted to use both the electronic medical records and revenue cycle management services, and fifteen have contracted to use the revenue cycle management system only (the "billing only" option). Twenty health departments have successfully completed their training and implementation, and are now using the system; four are at various stages of training and implementation, and will soon be enjoying increased revenue from billing.

The feedback that IPHA has received from the health departments that are using CDP and ezEMRx has been overwhelmingly positive. The staffs at CDP and ezEMRx have received numerous compliments for providing excellent customer service. "The transition to billing through CDP has been really smooth," said Lora Alexander, Administrative Manager at LaSalle County Health Department. "They are very professional, friendly, and eager to help in any way possible." Kris Marcotte, Administrative Coordinator at Kankakee County Health Department stated, "Having CDP responsible for our billing has been reassuring with our recent undertaking of billing private insurances and the transition to the Managed Care Organizations within the Medicaid system. We can already see the increase in revenue due to their billing expertise. This has allowed additional time for our billing person to complete other job duties within the department."

In these extremely challenging financial times, it behooves **local health departments in Illinois to explore third-party billing and the IPHA Immunization Billing Project**. The Illinois Department of Public Health Director, Nirav D. Shah, M.D., J.D. said “The State of Illinois is putting a strong new focus on public health prevention and outcomes, and moving away from the high cost for services that occurs after people become sick. The IPHA Immunization Billing Project helps local health departments provide preventative services by facilitating collection of much needed payments.”

Immunization Billing Project Generates More Than \$1 Million in Paid Claims Revenue

SPRINGFIELD, Illinois, April 14, 2016 - IPHA is pleased to announce that the Immunization Billing Project funded by the Centers for Disease Control and Prevention through the Illinois Department of Public Health has reached another significant milestone. As of March 31, 2016, the health departments that are participating in the implementation phase of this project have now received more than \$1 million paid claims! During the month of March 2016 alone, twenty local health departments collectively earned \$224,932.17 in revenue from paid claims. The total claims revenue from July 2015 through March 2016 is \$1,082,593.31. This revenue is from commercial payers, as well as Medicare and Medicaid, and is not money that is dependent on state or federal grant funding.

Tom Hughes, Executive Director of IPHA stated, “I am pleased with the progress made by local health departments with billing for immunizations and other health services they provide. I also have to thank IPHA staff and CDP/ezEMRx for reaching this milestone! Congratulations to all.”

Twenty-four local health departments in Illinois have contracted with CDP, Inc., IPHA’s Romeoville, Illinois-based partner on the Immunization Billing Project, to utilize ezEMRx, the electronic medical records system that includes complete revenue cycle management. Of these health departments, ten have contracted to use both the electronic medical records and revenue cycle management services, and fourteen have contracted to use the revenue cycle management system only (the “billing only” option). Twenty health departments have successfully completed their training and implementation, and are now using the system; three have just recently completed the training and implementation process, and will soon be enjoying increased revenue from billing. One is still in the implementation and training phase.

The staffs at CDP and ezEMRx continue to receive rave reviews for their outstanding customer service:

“We are pleased with the great customer service that CDP offers. We get timely responses from their friendly staff.” Cathy Ferguson, Administrator, Lee County Health Department

“Whenever I have questions about billing or insurance they are always willing to answer my questions. The biweekly check-ins are a big help. We are able to brainstorm and talk about issues and concerns in a timely, streamlined manner.” Diana Vasquez, Director of Community & Personal Health, Lee County Health Department

“The Stephenson County Health Department is most pleased with the ezEMRx revenue cycle management system. Our staff was very happy with the training and implementation provided by CDP. To have all staff happy with a new system is quite an accomplishment!” Craig Beintema, Administrator, Stephenson County Health Department

“Adams County Health Department is using the full EMR from CDP/ezEMRx. While there is a bit of a learning curve for staff - from the front-line supportive services to nursing staff in clinic - CDP has been very receptive to our calls, providing excellent customer service, training and even making tweaks to the software based on input from our staff. While we are still in the early stages of use, we see the potential for expanded services, data collection, and billing opportunities with this system and CDP support.” Shay L. Drummond, Director of Clinical and Environmental Services, Adams County Health Department

Given the current uncertainty regarding budgets and funding, every health department in Illinois must seek new and alternative sources of revenue.