

BioScrip

Explanation of Benefits Calculator: Estimating Made Easy

Challenge

BioScrip, the largest independent national provider of infusion and home care management solutions, needed its medical record system to do more than it was designed to do. In short, customer representatives needed a better, faster, and more accurate way of estimating patient treatment costs.

Solution

The legacy process of calculating benefits contribution was riddled with errors and prone to misquoting copays and out of pocket patient costs. A typical estimate would take more than thirty minutes to calculate. Patients were disputing bills or worse, not paying them at all.

Technology



Liberty Fox designed a novel benefits calculator to sit atop the existing medical record system, allowing costs to be calculated without the need to fully onboard the patient. Staff could now create simulations and manipulate data points to better illustrate alternate options and solutions. Maximum out-of-pocket calculations were simulated by inputting patient insurance and Medicare information.

Outcomes

The new benefits calculator raised the bar for BioScrip customer representatives from a sophistication and flexibility perspective. Benefits included:

- The ability to simulate various therapies without the time-consuming need to access a patient's medical record and benefits contributions
- A gross profit estimator allowed for forecasting the most beneficial therapy and insurance combinations
- Reduction in patient onboarding time by over 20%