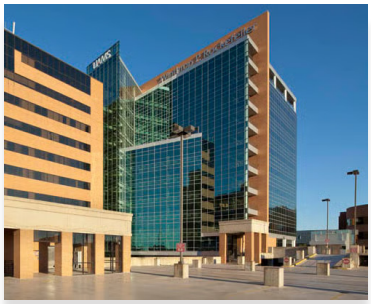
Optimizing Reimbursement: A Success Story from the University of Arkansas for Medical Sciences

SUMMARY

The University of Arkansas for Medical Sciences (UAMS) partnered with The Craneware Group to improve transparency and optimize drug reimbursement. By using Trisus® Medication Financial Management, UAMS recovered $150,000 on rebilled claims for a specific drug, turning data insights into increased revenue.



CHALLENGES

UAMS's pharmacy department faced rising drug costs and limited reimbursement insight. With help from The Craneware Group, UAMS improved financial performance and gained better reimbursement visibility.

- **Inconsistent Claim Reimbursements:** Challenges in tracking and verifying reimbursements led to potential revenue loss and reduced margins.
- **Resource-Intensive Data Reconciliation:** Limited visibility into remittance data required considerable time and effort, detracting from team productivity.
- **Lack of Real-Time Visibility:** Difficulty in accessing reimbursement data limited UAMS's ability to identify missing reimbursement efficiently.

ABOUT THE CUSTOMER

Location: Little Rock, Arkansas
Industry: Healthcare
Facilities: Large academic medical center with over 500 beds and a range of primary care and specialty clinics
Noteworthy Details: UAMS operates as a major tertiary care and trauma center, dedicated to comprehensive, patient-centered care.



the craneware group®

The Craneware Group, a trusted Microsoft partner, delivers solutions that optimize healthcare finance, empowering organizations with data-driven intelligence for sustainable growth, and improved community outcomes.

SOLUTION

- **Solution Implementation:** UAMS adopted Trisus® Medication Financial Management from The Craneware Group, designed to provide key visibility and insight into purchases, reimbursements, and margins for high-cost outpatient drugs.
- **Cross-Department Collaboration:** The implementation fostered a unified effort across pharmacy and revenue cycle teams to rebill claims with missing reimbursement and improve reimbursement visibility.

OUTCOMES

- Review of remittance data for J9298 nivolumab/relatlimab (Opdualag) revealed missing reimbursement due to an incorrect billing quantity, translating into a negative net cash flow. Rebilling these claims resulted in an additional $150,000 in revenue in late 2023.
- **Enhanced Visibility:** More accurate, timely, and efficient identification of missing reimbursement allowed for rebilling within the appropriate time frame to optimize revenue capture.
- **Intangible Benefits:** Staff confidence in the use of Trisus® Medication Financial Management for monitoring and trending of high-cost medications increased, and collaboration across departments deepened, fostering a culture of proactive revenue management.

KEY TAKEAWAYS

By implementing Trisus® Medication Financial Management, UAMS increased its ability to monitor drug reimbursement data, which allowed the recovery of $150,000 in previously missed revenue from rebilled claims. This case demonstrates how sharing data between pharmacy and revenue cycle teams can contribute to improved financial outcomes in healthcare settings.