

PNC EPIC CASE HISTORIES DEMONSTRATE MEASURABLE IMPROVEMENTS

Results Revealed During Client Knowledge Share

PNC and Penn Medicine, the physicians' group of the University of Pennsylvania Health System, co-sponsored a client forum on the Epic system on September 17, 2015. Epic's integrated software spans clinical, access and revenue functions and can even extend into the home.



CLIENT KNOWLEDGE SHARE FORUM

More than 60 PNC Epic clients met in Philadelphia to present case studies on Epic integration, share information and network with peers in the healthcare industry. The clients represented 20 health systems from the Eastern United States.

During the forum, Penn Medicine presented a detailed case study showing how they automated cash reconciliation by implementing the Epic Cash Management module using custom lockbox files from PNC. An automated upload of reconciliation detail from Epic to Lawson, Penn's general ledger system, was also implemented.

Results of the project included:

- Redeployment of 2 FTEs
- Elimination of manual spreadsheets used for cash reconciliation
- Reduction of time for the first pass month-end bank reconciliation for the Clinical Practices group from 2 to 3 days to less than 30 minutes
- Reduction of time spent gathering information for auditors
- Implementation of detailed tracking and appropriate placement of cash received for other Penn entities

The Client Share event was an excellent way of getting EPIC users together at a grass-roots level to discuss real issues and processes affecting their day-to-day operations. Joining the Operational Users with the Healthcare knowledge of PNC proved to be very helpful to all that participated.

— Steven F. Honeywell
Senior Director of Patient Accounting
University of Pennsylvania Health System



LOCKBOX PRODUCT HIGHLIGHTS

PNC also presented product development highlights, including new lockbox correspondence management options and custom data mapping to facilitate importing bank data into client data warehouses.



MINI-CASE STUDIES

Six mini-case studies included presentations on implementing Epic, understanding Epic service areas and entity hierarchies to better manage data, implementing Single Billing Office (SBO), and configuring Epic to post PNC's IOCR Advantage "manufactured 835s" with and without the Epic Cash Management module.

Results presented in the case studies included:

- Reduction of an FTE on day 1 after Epic Cash implementation
- Use of the Epic Identity Maintenance table to properly identify payers for Medicare crossover payments when claim data is not available for PNC's "manufactured 835" process, allowing automated posting for these problem payments
- Reduction of 2 FTEs in a six-hospital billing office after implementing IOCR "manufactured 835s"
- Establishment of a new RMO and IOCR super payer on Epic to facilitate processing of a multi-payer "manufactured 835" file



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