



# Soarian

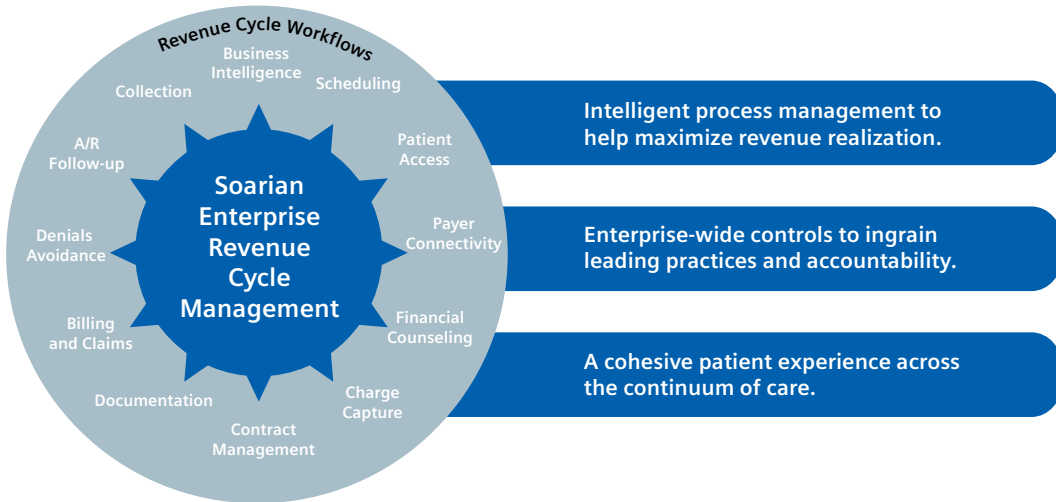
Optimizing Your Enterprise Revenue Cycle Workflow

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**SIEMENS**

# Soarian<sup>®</sup> Enterprise Revenue Cycle Management

A holistic enterprise-wide solution powered by next-generation technology



## Streamline Your Revenue Cycle...

Challenged by shrinking reimbursements, rising costs, and growing consumerism, today's healthcare organizations must define and deploy strategies to improve financial performance without compromising the quality of care delivery.

Streamlining the revenue cycle is key to improving overall financial performance and operating margins. Processes must be transformed from disparate tasks into a seamless workflow that combines clinical and financial information across hospital and physician office settings. Next-generation revenue cycle management accelerates patient throughput, improves operational efficiency, facilitates enhanced patient and employee satisfaction — and, ultimately, improves the bottom line.

**“While the long-range value that Soarian promised to deliver was clear, we were pleasantly surprised with how quickly Soarian offered real utility from almost day one. The integration of the clinical and financial systems, the embedded nature of the worklists and contract engine, and the availability of nearly real-time data for decision-making made an immediate and profound impact on our staff.”**

Mike Cofone, CFO, HealthAlliance Hospitals, Inc.

## ...with Soarian

Soarian Revenue Cycle Management is a holistic enterprise-wide solution built on a leading-edge, state-of-the-art technical platform. Soarian's intelligent, workflow-driven solution is designed to help you streamline revenue cycle management, maximize net revenue realization, and enhance the patient experience. Soarian's business intelligence supports a culture of performance excellence and accountability across the healthcare enterprise.

Soarian, a completely integrated revenue cycle solution, was designed for the entire enterprise. It is perfectly suited for the single-entity provider as well as multi-entity health systems, including hospitals, clinics, and surgicenters. Soarian also extends its innovative revenue cycle design to hospital-owned and affiliated physician practices by providing the practice management tools necessary to support physician office workflows and practice-level receivables management.

Soarian goes beyond traditional patient management and patient accounting systems. It is a comprehensive solution that reduces the need for a multitude of disparate applications by embedding the following functions:

- Enterprise scheduling
- Patient access workflow
- Complete acute, clinic, and ambulatory billing support
- Contract management
- Enterprise-wide master person index (EMPI)
- Claims engine and editor
- Integrated workflow for eligibility, claims, and remittances
- Business intelligence
- Denial avoidance and management
- Document management

### **How can Soarian help optimize my revenue cycle workflow?**

Soarian is engineered to help make your enterprise efficient. It includes intelligent process management features such as workflows, worklists, embedded payer rules, and an integrated contract engine, which work together to promote clean claims generation from the moment the encounter is created.

Soarian's advanced features can help you drive down operational costs while adding controls and accountability across your organization. It enables rich processing for the Central Business Office as well as secondary business offices such as collection agencies. It facilitates compliance with regulatory mandates, organizational performance standards, and leading practices.



# Advance Revenue Cycle Performance

Initial contact with the patient is where successful revenue cycle processes are set in motion. As a patient's first encounter with the hospital revenue cycle is typically through the scheduling or registration functions, this focus area represents a key opportunity for transformation. Not only do these processes impact the patient experience, they can affect all downstream clinical and financial processes. By moving the focus from back-end to front-end processes, you can avoid much of the error corrections and rework problems that consume precious staff resources and delay reimbursement.

Soarian transforms scheduling and registration into a seamless, patient-focused business process. Staff members have full access to the information and processes they need to accurately identify the patient and determine financial responsibility prior to service. By combining tasks and data into a common environment for scheduling and registration, Soarian helps reduce redundant data entry, supports data integrity, and provides you with the flexibility you need to tailor your workflows.

**"We use the check-in summary to accomplish very quick registrations. We average two minutes per registration, which helps us continue to improve the patient experience while improving our process efficiency."**

Jeanne Dzintarnieks  
Financials Project Manager  
Susquehanna Health System

## **How can I increase patient satisfaction?**

Patients don't want to give you the same information more than once, and they want to spend as little time as possible being registered. With Soarian's single database design, information gathered anywhere in the health system is available to other users immediately eliminating the need to ask the patient again.

Soarian's pre-encounter workflow, worklists, and check-in features help improve the accuracy of registrations and significantly reduce the patient's average time to register.

NCR's self-service check-in kiosks, used with Soarian, are proven to shorten wait times. Returning patients need only verify existing demographic and insurance information, simplifying the check-in process and minimizing the hassle.

# Transform Patient Registration

Schedulers and registrars can add patients, revise demographics, create encounters, and complete the preregistration process. Soarian's embedded EMPI, with intelligent matching capability, can help minimize the creation of duplicate patient records. Schedulers and registrars can view account balances, co-pays, and bad debt so they can make financial arrangements with the patient prior to service.

Schedulers can complete the full preregistration process and worklist appointments with incomplete information or tasks. Registrars use these worklists to close the loop on outstanding items prior to service. Upon arrival for service, patients can check-in using the NCR's MediKiosk™ to identify themselves, confirm demographic and insurance information, electronically sign consent documents, make co-payments, and go directly to the service location.

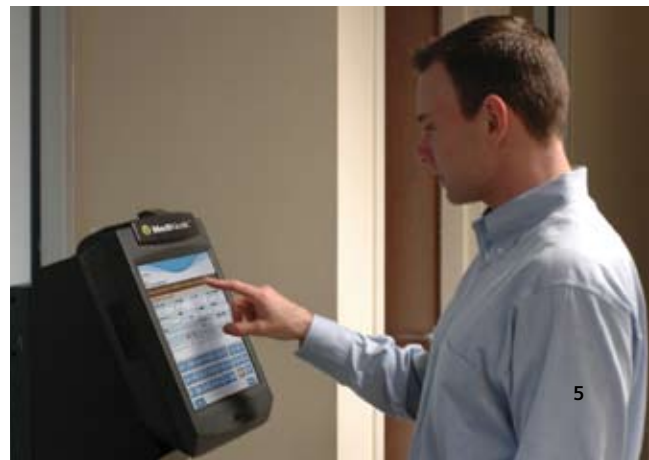
**“Worklists that are part of the Soarian application enable us to proactively manage our business. We are able to monitor what our employees are working on and confirm they are performing the task we would like them to perform.”**

Liz Novak  
Vice President Information Technology and Solutions  
Transformational Strategies  
University Hospitals

Key patient documents such as driver's licenses, insurance cards, and advanced directives can be scanned and made available immediately enterprisewide to anyone with authorization. Soarian also captures and stores electronic signatures and documents, promoting paperless, streamlined business processes. By providing integrated access to electronically archived documents, Soarian helps to increase patient satisfaction, reduce storage and copying costs, and improve productivity within registration, billing, customer service, and collection activities.

**“Multiple staff members can look up the record at the same time. The staff loves Siemens document management. It's much more efficient and effective in getting our bills out the door.”**

Trish Masterson, Manager, Business Informatics, PinnacleHealth





# Administer Charity Care

Soarian's charity care processing and payment assessment tools allow facilities to administer, manage, and measure their charity care and reduced-cost programs with consistency and accuracy.

The business rules within Soarian allow you to define processes for charity care applications, and ensure consistency and compliance with your approved policies throughout the enterprise. Soarian has the ability to proactively assist you in initiating charity care applications to determine charity care eligibility during preregistration workflow and across the revenue cycle.

Soarian's charity care application features enable financial counselors and other users to record income, residency, and other required application information for patients. Soarian will calculate and apply the appropriate charity care discount based upon your eligibility criteria and discounting policies.

Using the charity care administration and reporting tools within Soarian, you can improve your organization's ability to accurately distinguish charity care receivables from bad debt. Soarian provides comprehensive financial clearance, patient advocacy, and collections processes that help identify coverage levels, patient liabilities, and a patient's ability to pay.

## **How can I implement best practices to demonstrate community benefit?**

Soarian's integrated workflow and business rules drive consistency into your charity care eligibility and discounting processes — the first step to ensuring compliance with your approved standards. Charity care workflows allow you to clearly and consistently distinguish charity care eligible services from bad debt.

In addition, Soarian's embedded analytics support your need to implement consistent reporting measures to quantify and report levels of uncompensated care and community benefit.

# Proactively Avoid Delays and Denials

Soarian supports pre-service financial clearance and verification by initiating integrated HIPAA-standard eligibility transactions to validate insurance and benefits coverage. By minimizing phone calls to payers, Soarian helps reduce delays and denials, and drives down resource-intensive administrative costs.

Medical necessity checking can be performed at a variety of points across the revenue cycle in Soarian. It can be done at the time of scheduling, during encounter prep, at check-in, or at time of order. Soarian is populated with all of Medicare's medical necessity rules. So wherever services are provided, Soarian applies the appropriate location-specific Medicare coverage rules to the diagnosis and procedure code combination to determine medical necessity. Because Soarian is web-enabled, it also provides you with the option to review the specific CMS coverage guidelines through a web link to the CMS website.

Soarian's built-in medical necessity checking helps reduce denials and write offs and adds transparency to the patient's billing experience.

**“Siemens advanced product design enables proactive process management. It'll give us the consolidated foundation we need to extend best practices across the organization.”**

Richard Silveria  
Corporate Director of Revenue Finance  
Partners HealthCare System

## **How can Soarian generate accurate claims while minimizing re-work?**

Accurate billing requires a pre-service approach to data verification and financial clearance activities. Soarian prompts the collection of complete and accurate information early in the revenue cycle to reduce delays and denials.

Soarian integrates medical necessity and eligibility checking up front within the preregistration workflow so that the right information can be collected and verified to help support accurate and accelerated patient billing.

# Integrate Payer Rules and Edits Up Front

This patient-centric solution simplifies workflow by applying business rules and claims edits to the front end of the revenue cycle process and by delegating the right information to the right person at the right time.

From the point of first patient contact, Soarian proactively manages your receivables, linking front-end processes to payer rules. Soarian's intelligent workflow, supported by flexible payer rules, prompts you for action — expediting accurate claim production. By requesting all necessary patient information at or prior to the point of service, Soarian helps your organization generate clean claims, accelerate cash flow, and avoid denials and lost revenue.

Long before the patient's discharge, Soarian begins preparing a claim in the proper format for submission to primary and secondary payers. This continuous, automated monitoring of claims data helps improve the overall claim acceptance rate, reduce rebilling, and lower administrative costs.

**“The Soarian application enables us to integrate front and back office operations through workflows, improving data consistency and integrity within our organization.”**

Liz Novak  
Vice President  
Information Technology and Solutions Transformational Strategies  
University Hospitals

## Increase point-of-service collections

Soarian's checkout workflow facilitates increased point-of-service cash collections, thereby reducing the risk of bad debt and the costs associated with guarantor billing and follow-up activities. During checkout, Soarian alerts users to existing balances, so they can ask patients to either pay or establish a payment plan for any monies due — before they leave your facility.

### **When do patients know the balance of their bill?**

Patients know how much they owe prior to leaving the facility.

Soarian's embedded contract engine works as soon as the first charge is posted and calculates both the patient and insurance company responsibility. Patients are no longer left wondering how much they will owe. Patient satisfaction increases, cash collections are accelerated, and collection costs are minimized.



## Automate complex payer rules

Soarian replaces an account-driven approach with an encounter-based design that links processes from preregistration to the business office. In Soarian, patient encounters simply reflect the care being delivered. As a result, registrars no longer need to remember complex account creation rules that vary by payer. Soarian tracks this information and automatically combines or separates encounter charges according to payer rules, such as the Medicare 3-Day Rule.

## Reduce costs of bolt-on applications

Soarian contains a built-in claims engine integrated with payer and business rules. It reduces dependence on third-party claims editors and other revenue cycle bolt-ons to derive, validate, and submit claims.

Soarian EDI transactions complete the revenue cycle by sending HIPAA-ready claims files and claim status transactions to payers and by receiving electronic remittances and claims status responses. Soarian promotes a higher first-pass claims acceptance rate, faster cycle times, and more efficient use of staff.

### **How can I reduce my total cost to collect?**

With Soarian, you can reduce the complex and costly infrastructure associated with maintaining separate systems for supporting the acute care and ambulatory providers across your organization. Soarian is designed to help eliminate the need for dozens of bolt-on applications.

With Soarian, you have one system to learn, one system to maintain, one system with a comprehensive set of built-in tools to drive your revenue cycle.

# Maximize revenue realization

Soarian's embedded contract engine continuously monitors patient services and calculates expected reimbursement as charges are posted to the patient encounter. Soarian provides leading-practice payment variance tools, including business rules and worklists to drive follow-up and underpayment recovery. This helps ensure that you collect every dollar you are owed.

You need to protect your organization from the risk of revenue loss associated with denials. That's why Soarian includes reporting, worklists, and user workflows that support leading practices related to avoiding, capturing, appealing, trending, and resolving denials.

**"Accurately valuing accounts receivable is always a significant issue for hospital finance staff and auditors alike. Using the data capabilities of Soarian, we most recently achieved an accuracy rate of 99.9% when computing in-process contractual allowances and expected bad debt write-offs."**

Mike Cofone  
CFO  
HealthAlliance Hospitals, Inc.



## How can I collect every dollar owed?

Soarian's embedded contract engine continually evaluates charges as they are posted to patient encounters and calculates expected reimbursement. After reimbursements are received, payment variance worklists allow your staff to take immediate corrective action and collect the cash that you are owed.

Sophisticated analytical tools also help you track trends and fix the root causes of payment variances.

# Accelerate the Billing Cycle

Accelerating the completion of the medical record can often hold the key to accelerating billing and cash flow. Soarian provides features that help drive completion of the patient's medical record, including tools for effectively managing coding workloads and physician chart completion. Soarian allows the HIM department to drive chart completion by effectively assigning and prioritizing charts for coding. In addition, Soarian's web-based design allows physicians to complete their chart deficiencies online, anywhere, and at anytime.

## Improve patient communications

Soarian provides a variety of flexible patient billing options, including guarantor family billing. Soarian's easy-to-understand patient statements help organizations improve collections, while increasing patient satisfaction and retention. Soarian's Patient Friendly Billing<sup>SM</sup> statement simplifies the communication process with patients.

Soarian automatically archives images of detail bills, statements, collection letters, and follow-up letters, enabling the business office to quickly and easily access documents when needed. This feature supports a paperless operating environment and allows the business office to view the same document a caller is viewing, resulting in greater efficiency and improved customer service.

### **How can I increase physician satisfaction?**

Soarian online chart completion helps improve physician productivity and affinity.

Physicians are some of your most important resources. To retain physicians in today's competitive environment, healthcare organizations must provide physicians with flexibility in their schedules and productivity tools, such as remote access.

With Soarian, deficient records are automatically pushed to the physicians so their records are available when and where they are ready to work on them. Gone are the days of multiple trips to the Health Information Management Department to complete records that may or may not be available for the physician to access. Physicians can now spend more time with patients and less time with administrative tasks.



## Measure and manage

You cannot manage what you do not measure. Soarian's embedded business intelligence provides tools to monitor compliance with process changes, and to measure business and clinical outcomes. Soarian has the ability to automatically track cycle time at every touch point of the health system. Whether tracking emergency department and admission wait times or monitoring collection productivity, Soarian's embedded business intelligence can enable better efficiencies. Online browser-accessible reports and analyses support process improvement. Soarian brings an elevated business understanding and discipline to your organization by allowing you to measure business outcomes against performance standards.

Soarian's innovative technology can notify you in a variety of ways, to keep you informed in the way you like to be informed. Get the right information at the right time in the right format to take action. Email notifications alert management when A/R days exceed a pre-set threshold, enabling timely attention to a negative performance situation. Key performance indicators can be displayed in a dashboard-like view on managers' desktops.

With an extensive library of more than 300 standard and on-demand reports, you get a 360° view of your organization's performance. Soarian reports which payers remit on time and in full and which DRGs are most profitable for your organization. Know where you stand relative to performance measures across the financial landscape. You'll also be able to extend these capabilities to your hospital-owned or affiliated physicians by providing them with secure access to management reporting at the practice-level or physician-level, with flexibility and adaptability that adjusts to the varying needs of their practices.

### **How can I measure financial performance versus plan?**

Soarian's business intelligence keeps you informed of your financial performance in real time and without intensive IT involvement.

Soarian delivers information through easily configurable executive dashboards, emails, and reports. It has the ability to measure key performance indicators (KPIs) and trends that require immediate actions. With Soarian, you can monitor a wide range of KPIs such as expenses, revenue, costs, A/R, charity care, and average length of stay.

# Improve Financial Performance

Soarian is designed to help you achieve and enhance your organization's performance. Data is captured as a result of system use, which eliminates the need for custom interfaces. The data warehouse supports modeling and forecasting at the organization level. Soarian's advanced features help you streamline your organization's revenue cycle, leading to improved reimbursements and increased cash flow — as well as a more satisfying patient experience.

**“The automation within Soarian has allowed us to reduce manual work effort and allocate resources to those things that are most important to us, which are collecting cash and improving business processes.”**

Rob Foust  
Patient Accounting Manager  
Susquehanna Health System

## Outcomes — that's the bottom line...

It's what Siemens is delivering, right now, across the entire healthcare continuum: outcomes that result from truly efficient workflow; outcomes that dramatically improve your bottom line; and outcomes that lead to a level of care that feels exceptional to the patient and the care provider. Proof positive of the value of integrating medical technology, IT, management consulting, and services. In a way that only Siemens can.

### **How can I increase operational efficiency?**

Soarian can help you shrink labor costs and staff training time.

Soarian's payer rules and intelligent workflows take the guesswork out of information collection. Because registrars no longer need to remember what information is required, their training requirements are significantly reduced.

Susquehanna Health System, a large, three-hospital IHN in Central Pennsylvania, experienced a 50 percent reduction in staff training time with Soarian compared to the training time required by its legacy system.

# A Message to the CIO

## A future-proof, next-generation architecture

The architecture of your healthcare information infrastructure is more than just technology. It provides the foundation of your business. Soarian sets itself apart among healthcare information systems as one designed from the ground up to take advantage of a service-oriented architecture (SOA) – the technology that is widely recognized as the basis for the next generation of IT.

SOA is the enabling technology for Healthcare Process Management, which is Siemens technology for orchestrating workflow and driving processes across the healthcare enterprise. Healthcare Process Management can have a long-term impact on your organization's fundamental success factors, and uniquely enables your organization with:

- the **agility** needed to adapt to change and drive continuous improvement;
- deeper and broader levels of **interoperability** as other systems become part of an SOA "ecosystem;"
- a **"future-proof" architecture** that can grow and adapt as technology evolves.

**"Siemens has a phenomenal strategy for achieving the next-generation service-oriented architecture; one that will help our healthcare system prepare for an unpredictable future today."**

John Glaser, PhD  
Vice President and CIO  
Partners HealthCare System

**"Soarian has been an excellent tool in making HealthAlliance more competitive in the marketplace, and its front-edge technology helps to recruit nurses and physicians to the hospital."**

Richard Mohnk  
Chief Information Officer  
HealthAlliance Hospital



## Built on web technology

Soarian provides a true thin-client user interface that runs in an Internet browser. This architecture allows a high degree of freedom to choose the client hardware that you want, such as tablet PCs and mobile devices — while reducing the costs and risks associated with maintaining software at every client station.

**"As a CIO, my job is to build relationships and get the best possible systems for HealthAlliance. Siemens and HealthAlliance work hard together. It's a two-way partnership."**

Richard Mohnk  
Chief Information Officer  
HealthAlliance Hospital

## A leader in remote processing solutions

With more than 35 years of experience in hosting healthcare IT solutions, Siemens is a leader in helping customers improve their quality of care, financial performance, and strategic positions in the market place. Remote processing provides the benefits of lower and more predictable costs, quicker deployment, reduced risks, higher availability, and an eliminated exposure to technology obsolescence.

For more information about how Soarian can contribute to your financial outcomes, call 1-888-826-9702 or visit [www.usa.siemens.com/Revenue-cycle](http://www.usa.siemens.com/Revenue-cycle)

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#### **Local Contact Information**

Siemens Medical Solutions USA, Inc.  
51 Valley Stream Parkway  
Malvern, PA 19355-1406  
USA  
Phone: 1-888-826-9702  
[www.usa.siemens.com/healthcare](http://www.usa.siemens.com/healthcare)

#### **Global Business Unit**

Siemens Medical Solutions USA, Inc.  
Health Services  
51 Valley Stream Parkway  
Malvern, PA 19355-1406  
USA  
Phone: 1-888-826-9702  
[www.usa.siemens.com/healthcare](http://www.usa.siemens.com/healthcare)

#### **Global Siemens Headquarters**

Siemens AG  
Wittelsbacherplatz 2  
80333 Muenchen  
Germany

#### **Global Siemens Healthcare Headquarters**

Siemens AG  
Healthcare Sector  
Henkestrasse 127  
91052 Erlangen  
Germany  
Phone: +49 9131 84-0  
[www.siemens.com/healthcare](http://www.siemens.com/healthcare)

#### **Legal Manufacturer**

Siemens Medical Solutions USA, Inc.  
Health Services  
51 Valley Stream Parkway  
Malvern, PA 19355-1406  
USA

[www.siemens.com/healthcare](http://www.siemens.com/healthcare)