

EQUIFAX HEALTHCARE SOLUTIONS

A Case Study: Patient Identification Verification

ABC Hospital is a not-for-profit, tax-supported county hospital in a large metropolitan area. The hospital is plagued by inaccurate patient identification information at registration/admission, which makes it difficult to locate, contact, and collect from patients. Therefore, ABC Hospital is searching for a solution that will reduce or eliminate inaccurate patient information and increase productivity and financial efficiency.

ABC Hospital provided Equifax with a dataset to determine how well we could do in identifying name, Social Security number, and address variances in their patient records. The dataset was comprised of patients who had received service from ABC Hospital and owed an outstanding balance. In addition to the verification process, we also ran the records through SAFESCAN®, an online warning system that alerts customers to known or potentially fraudulent patient information.

The Dataset

ABC Hospital provided Equifax with 11,202 patient records. After eliminating 5,035 duplicates, we were able to match 4,600 — or 74% — against the Equifax consumer credit database.

We used the patient's name, address and Social Security number to search the Equifax consumer credit database, and used two different search methods to locate the maximum number of records — a pure Social Security number and a name and address.

These 4,600 matched records represented various types of patients:

- 46% were emergency
- 7% were inpatient
- 47% were outpatient

The overall average receivable amount was \$695. Emergency records averaged \$300; inpatient, \$4,257; and outpatient, \$251.

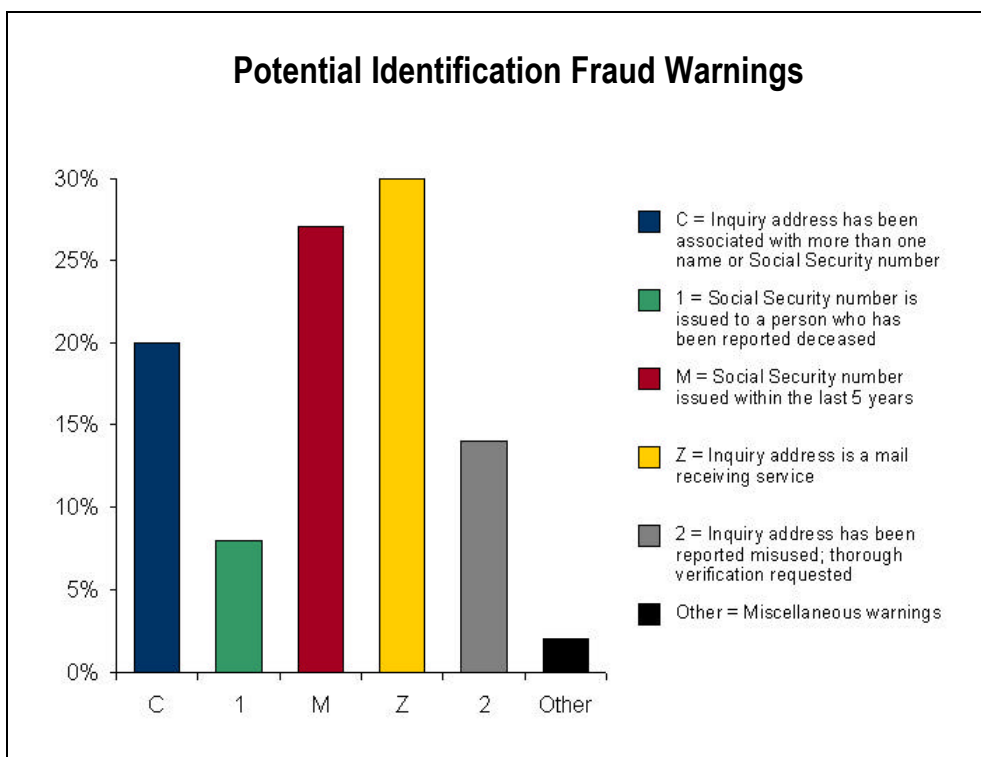
Analysis Results

After processing the 4,600 patient records through the Equifax consumer credit database, and using the match indicators listed (on the previous page), analyses revealed significant variations in patient identification information. For instance:

66% of the patient records representing over \$2,000,000 in receivables had variances in name, address or Social Security number.

16% of the patient records (\$231,000) with variances received SAFESCAN warnings.

Of the SAFESCAN warnings returned on patient records:



- 7% had a different name. Match indicators revealed only the Social Security number and address matched. SAFESCAN warnings were returned on 13% of these patients. Receivables for this group totaled \$119,110.
- 17% had a different name and address. Match indicators revealed only the Social Security number and address matched. SAFESCAN warnings were returned on 3.6% of these patients. Receivables for this group totaled \$285,930.
- 69% had a different address. Match indicators revealed only

SAFESCAN®

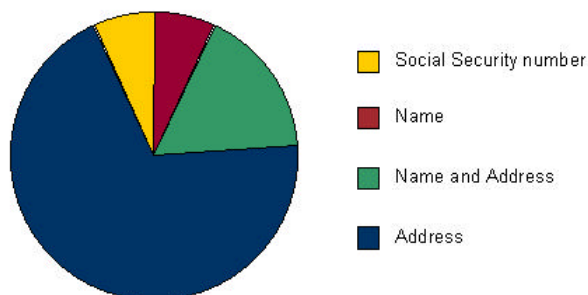
SAFESCAN is an online warning system that alerts customers to known or potentially fraudulent information. There are 17 separate patient-I.D. fraud warnings within four groups: name, address, Social Security number, and phone number.

Drawing on a national database separate from the consumer credit database, SAFESCAN is easy to use, requires minimal user training, and provides clear warning messages.

In action, SAFESCAN identifies potential identification fraud during the admissions process.

End result: SAFESCAN reduces admissions fraud by detecting potential true-name fraud and by monitoring unusual address activity.

Variations in Identification Information

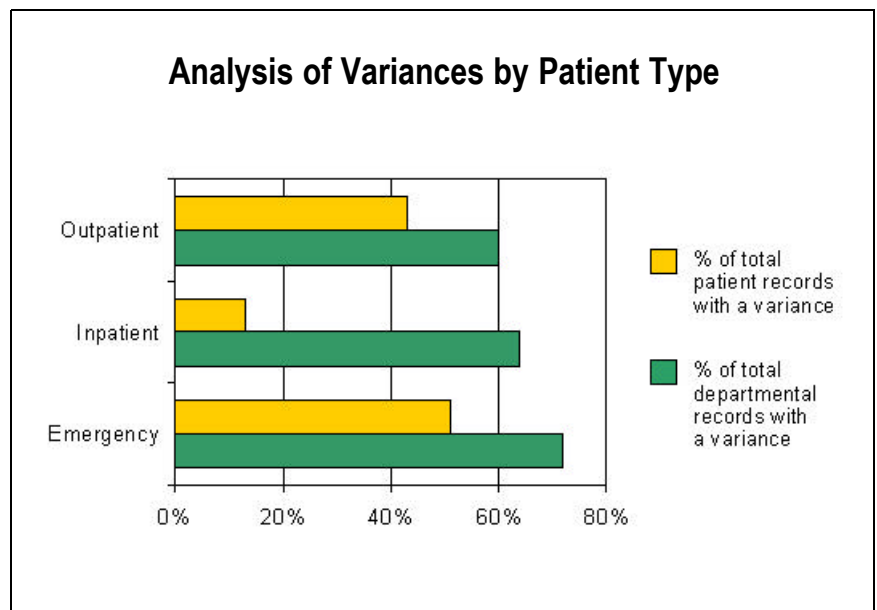


the name and Social Security number matched. SAFESCAN warnings were returned on 12% of these patients. Receivables for this group totaled \$1,591,575.

- 7% had a different Social Security number. Match indicators revealed only the name and address matched. SAFESCAN warnings were returned on 12.3% of these patients. Receivables for this group totaled \$114,372.

An analysis of all records by patient type revealed:

- 72% of emergency records had variances in name, address or Social Security number — representing 51% of the total patient records with a variance. 14% of these records received a SAFESCAN warning, which was 45% of the total SAFESCAN hits and represented \$65,071 in receivables.
- 64% of inpatient records had variances in name, address or Social Security number, representing 6.3% of the total patient records with a variance. 13% of these records received a SAFESCAN warning, which was 5% of the total SAFESCAN hits and represented \$107,441 in receivables.



- 60% of outpatient records had variances in name, address or Social Security number, representing 43% of the total patient records with a variance. 18% of these records received a SAFESCAN warning, which was 50% of the total SAFESCAN hits and represented \$58,322 in receivables.

The Result:

After reviewing the financial impact of this analysis, ABC hospital contracted with Equifax for a front-end patient ID verification service that is integrated into their admission/discharge/transmit (ADT) system. Each patient's identification is confirmed/verified while the patient is present during the registration or admissions process. Delivery is in a real-time environment and is returned to the ADT system within seconds of access. Action messages are returned with each match scenario so the registration/admission representative knows exactly what action to take in verifying the patient's identity. After 6 months of using the Equifax service, ABC hospital has experienced a decrease in return mail of 46% and have reduced losses associated with return mail by 25% resulting in collectables of \$965,000 that may not have been collected with incorrect demographic information.

EQUIFAX'S RECOMMENDATION:

Equifax recommended that ABC Hospital confirm/verify patient demographic data at the point of registration or admission while the patient is still present at the point-of-service. Using Equifax data at the beginning of the patient account life cycle would help reduce the incidence of return mail and minimize patient identification fraud.

Equifax Healthcare Solutions, a business of Equifax, provides innovative customized solutions for every phase of patient receivables management - from admissions through charge-off. Equifax Healthcare Solutions is backed by Equifax's vast information resources and technological expertise, and is staffed by a world-class team of professionals.

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