illinois health system handles 12% more accounts each month by eliminating time-consuming repetition from claim status workflows.

Challenge

Carle Health, based in Urbana, IL, has over 100 patient financial services (PFS) representatives who follow up with insurance companies on behalf of patients' outstanding or denied claims. PFS reps log in and navigate the various payer portals to check the status of a claim, submit additional documentation, or appeal denials. Thousands of times per month, reps take menial steps to locate the information they need before taking action.

Solution

Carle Health activated Janus Health's **Teleport** solution in 30 days. Teleport automates logging into and navigating payer portals to locate a claim, submit authorization, and perform everyday tasks. PFS reps launch Teleport without leaving their EHR. With a single keystroke, the rep is taken to the payer portal, logged in, and navigated to the claim.

Carle Health also uses Janus Health's **Enriched Claim Status** solution to retrieve more detailed claim information from payers. This intelligent automation collects and normalizes the data into a standard format for an EHR. The Enriched Claim Status data is then imported into Epic, and Carle Health's workqueue routing defers claims that don't require action.

+12%
accounts worked

11,900 hours
of new capacity annually
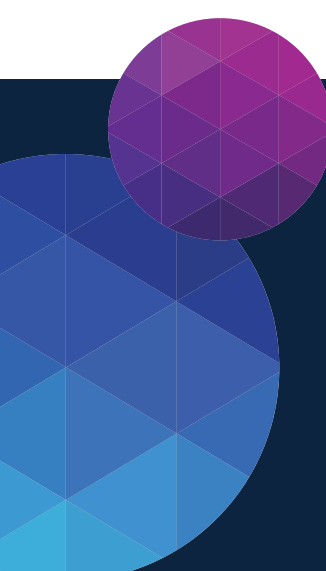
40%
reduction in manual claim statusing

Results

In the first quarter after activating Teleport, Carle Health PFS reps used the automation to quickly get in and out of payer portals over **33,000 times**, or an average of **580 times per day**. As a result, they now handle **12% more accounts** every month. This new capacity results from a **40% reduction in time spent** manually checking claim status on payer sites.

"Two team members used Teleport all day and were able to get through over 100 claims! Much more than they would have been able to without it!"

— MANAGER, PFS

"I am so excited about the work we're doing with Janus! And I'm glad to see that the staff is immediately seeing the benefit and [we're] getting the benefit!"

— CHIEF REVENUE CYCLE OFFICER