

### **PointClickCare AR Billing Application Review**

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The Point-Click-Care AR/Billing product, offered by Wescom Solutions, is built to offer the same robust performance and ease of use that the company has historically seen success from in their Canadian products. System setup is as easy, or complex, as your particular situation demands. There is a basic structure that allows the end user to build upon previous responses as they proceed, so duplicate information gathering and redundant questions are basically eliminated, unlike other products on the market. The most basic of the list functions, found under drop down menus, are defined by the user as needed, although it should be mentioned that much effort has been expended to ensure that the starter contents are of good enough quality and specifically tailored to long-term care that minimal additions or changes are typically necessary. Often we see lists of options in products that have to be ignored or completely built from scratch during installation, which is not the case with this product.

The layering capabilities in the Setup portion of the system guide the user through the necessary steps to build complex healthcare scenarios without extensive instruction and guidance. We have found the system to be very reactive to complex reimbursement, payment, and charge handling scenarios and at the same time have found the more streamlined setups facilitated easily.

One of the most powerful features of the system is the setup of charge coverage and how each Payer is built to accurately process data that is passed through it. At each stage of setup, if the Payer is simplistic in nature, only a subset of the steps are required, which greatly eases setup for smaller or less complicated installations. To compliment that benefit, the system will go into minute levels of detail for those more complicated Payers, such as Managed Care insurances, and allows the user to specify down to the detail charge level a variety of methods for processing activity.

The reporting from the system is well-done. The critical reports can be created upon demand and are found to contain the detail required when analyzing complex healthcare reporting, yet are not burdened with "bells and whistles" that typically sell well, but contain very little actual benefit to the end user. Additionally, the reporting that is over and above the critical requirements is available with an enormous variety of sorts, includes/excludes, and other types of criteria that allow one single report to satisfy a number of departmental needs because they are so reactive and far-reaching in depth. On the menu, one will see around 20 reports listed. This is deceptive however, when one selects a report from Admission/Discharge/Transfer criteria (for example) that due to the data that can be included on the report, sorted upon and related to other

information, such as Payers, gives you unlimited views that multiplies the one report into many derivatives that are equally useful, and quite frankly unexpected from typical long-term care packages.

True to an end user's expectations, the straightforward cascade of Setup information which can go as deep or stop as soon as that scenario demands, actually allows the working environment to be simple and very easy to operate. So simple that following a product demonstration you might be compelled to ask, "Is that all?". With such a tightly built structure of setup to rely on, daily functions such as census, charge entry, cash receipts, and billing need only to have information entered in order to react and process appropriately. It is no longer necessary to have a Medicare or Medicaid expert, who is proficient in regulations and the nuances of UB92 billing and reimbursement, on hand to operate the system. If one has such a staff member, then they will be delighted with the ease of use and breadth of response. If one does not have access to such an expert, then they will still be able to accurately operate the system and obtain quality results, providing the Setup is done with the assistance of someone who understands the necessary requirements.

We have reviewed the AR/Billing in PCC and find it to be a one-of-a-kind product. It is complex where it needs to be in the place where one would expect, System Setup. It is easy where one would expect it to be, in daily use and capture of data. And it is performant like one would require it to be, top to bottom. For end users, someone has heard your wish "Just find me a system that works, I don't need a bunch of fancy fields and reports that I won't use with not enough of the reporting I DO use, I just want to put information in and get it back-right". From management personnel who need analysis of what is happening in the facility to the end users who's daily flow depends on easy, ready access to accurate financial data, we see this product as one that will actually bring quality technology solutions to the entire organization.

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