

United WestLabs | Case Study

Time-Sensitive Patient Billing Delivered On-Time and Lower Costs

Building successful hospital lab outreach programs is the mission of United WestLabs, servicing over 30 hospital-based lab outreach programs, in Arizona, Nevada, California, New York, New Jersey, Maryland, Texas, and Virginia.

AT A GLANCE:

United WestLabs

HIPAA-compliant production and delivery of time-sensitive patient billing statements.

THE CHALLENGE

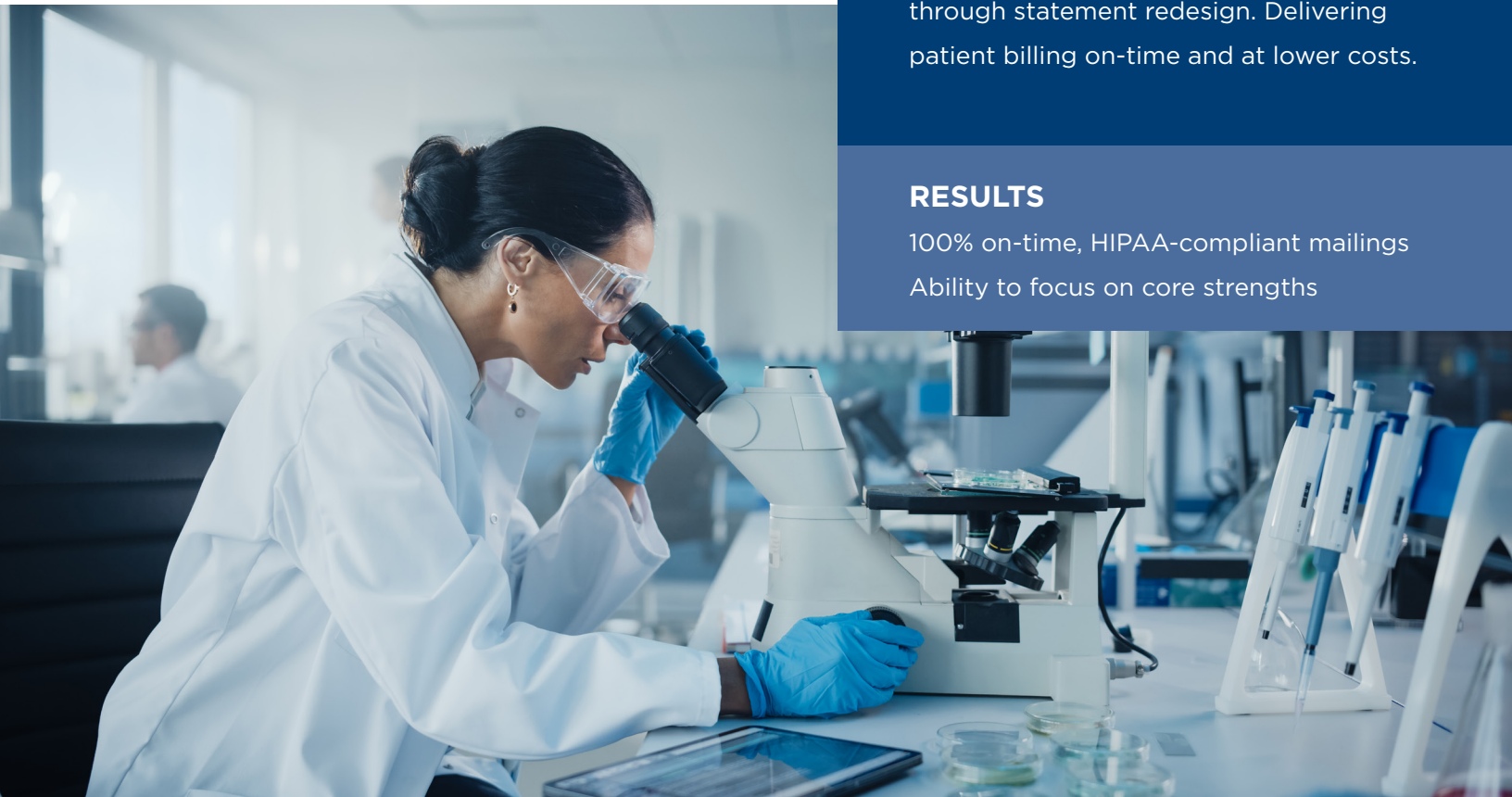
Rising costs and operational challenges to meet deadlines, United WestLabs wanted to focus on their area of expertise, healthcare services and partner with an expert to outsource print and mail production.

THE SOLUTION

A detailed analysis of United Westlabs operation conducted by their partner FSSI, demonstrated the significant costs savings and improvement in patient satisfaction through statement redesign. Delivering patient billing on-time and at lower costs.

RESULTS

100% on-time, HIPAA-compliant mailings
Ability to focus on core strengths





CHALLENGE

Since its inception, UWL produced patient billing statements in-house, which eventually became cost and operationally prohibitive. In addition to late, non-compliant mailings, UWL faced challenges with outdated statement designs, non-standardized envelopes, and a lack of production and inventory reporting.



SOLUTION

UWL sought strategic solutions for the HIPAA-compliant production and delivery of its time-sensitive patient billing statements. Recognizing the need to focus on its core strengths instead of print and mail, **UWL turned to FSSI** for a detailed analysis of its print operations.

HIPAA-COMPLIANT PRINT AND MAIL OUTSOURCING RECOMMENDED

Prior to engaging FSSI, UWL took on all aspects of production, operating outside of its area of expertise as a healthcare services company. In addition to facing challenges with late, non-compliant mailings due to aging, unreliable equipment, UWL also experienced high costs to lease, maintain and operate equipment. FSSI recommended outsourcing most of the statement print and mail operations, with the goal to optimize the benefits of an experienced print and mail outsourcer - including the latest in statement design services, full workflow reporting and substrate expertise.

OBJECTIVES



Outsource most of the **print and mail operations**



Optimize patient billing with a **full statement redesign**



Streamline inventory management with **standardized envelopes**



Support management with **custom production and inventory reports**

RESULTS

UWL experienced lower production, mailing and labor costs and an enhanced billing experience, in addition to:

100%

on-time, HIPAA-compliant mailings

100%

control over postage, envelope and paper stock inventories