

Health Plan Case Study

True Partnership with Kern Health Systems

“We have been extremely pleased with the payment automation services delivered by Payspan. By outsourcing our healthcare payments, we were able to reduce staffing and realize economies of scale in our mailroom. We appreciate the true partnership relationship we have developed with Payspan over the years.”



Alan Avery
COO, Kern Health Systems

Since Kern Health Systems decided to outsource their provider payments to Payspan, they have been very happy with Payspan’s provider payment services. When Kern and Payspan came together in 2015, Payspan was able to offer some unique features that reduced Kern’s workload and administrative costs while facilitating provider adoption of electronic payments. By partnering with Payspan, Kern was able to:



Access Payspan’s provider/payer portal that instantly connected Kern to millions of provider payees



Manage and track payments relying on daily payment registers generated each night



Reduce manual labor by only having to send one file of raw data to Payspan per payment



Better control payment flow by having the ability to choose when to release or hold payments



Convert more providers by enabling them to download 835s from the Payspan provider portal



Drive provider adoption of epayments with telephonic and email outreach campaigns

Since implementation in 2016, Payspan has helped Kern achieve more than a 99% adoption rate in 2016, 2017 and 2018 YTD. Kern has increased the number of providers registered to receive epayments from 965 in 2015 to more than 4,800 currently.

Helping Kern Solve a Larger Problem

Kern’s COO Alan Avery says he was impressed when Payspan stepped up and offered to develop a solution to solve a problem that was outside the scope of their contracted services with Kern. Learn how Payspan tackled one of Kern’s biggest challenges in the case study on the following page.



Payspan Uses ePayments Expertise To Develop Travel Reimbursement Debit Card

“Being an epayments company, we knew we had the expertise to help Kern solve one of their biggest problems – reimbursing individual members for travel expenses. We came up with a solution that could be implemented quickly so Kern could get it to the market as soon as possible.”

Eric Cunningham
Payspan Product Manager

The Challenge

Kern is a Medicaid-only health plan based in California, where health plans are required by the State to provide members with transportation to and from medical appointments. One of the requirements by the State was reimbursing members for travel expenses. Kern needed help determining how to reimburse members for travel expenses without having to issue individual checks. “We were brainstorming with Payspan to see if they could help us, and they really stepped up, even though this was not within their scope of services,” Avery says. “Payspan immediately began to explore options.”

Our Solution

“Being an epayments company, we knew we had the expertise to help Kern solve one of their biggest problems – reimbursing individual members for travel expenses,” says Eric Cunningham, product manager of the Core Payspan Network. “Our goal was to come up with a solution that could be implemented quickly so Kern could get it to the market as soon as possible. We put together a solution for Kern that issued a health plan-funded prepaid Kern Health Systems-branded debit card for each member to use for transportation costs.”

Results

The implementation took roughly 3-4 months from start to finish, which is really fast for an electronic payment solution. Kern was pleased with the results. Kern’s Medicaid members received their cards and immediately begin using them to cover travel expenses for their doctor visits. Avery says this success exemplifies Payspan’s commitment to a true partnership relationship. “This can-do attitude and willingness to step up and explore options is a unique commodity in the Payspan team,” Avery says.

Payspan offers the largest healthcare payment automation platform in the nation, connecting 1.3 million provider payees with more than 600 health plans who serve over 100 million consumers.