

# Client Case Study

The Adelaide & Meath Hospital, Dublin, Ireland  
(Tallaght Hospital)



**Client:** The Adelaide & Meath Hospital,  
Dublin, Ireland (Tallaght Hospital)

**Size:** 325 Beds, 3000 staff

**Solution:** Claimsure

**Date:** 2012

**Information:** [www.amnch.ie](http://www.amnch.ie)

Incorporates the National Children's Hospital & St. Loman's, it is the largest State healthcare project.

## CHALLENGES:

Like all Public hospitals in Ireland, The Adelaide & Meath Hospital, also known as Tallaght hospital, faced huge difficulties with their private insurer debt. In Tallaght hospital a claim is processed for every private health insured patient admitted to the hospital, to reimburse for incurred accommodation costs. This manual process resulted in high levels of administration, leading to delays in the submission of claims and consequently delays in payments to the hospital. It also caused the hospital difficulties in engaging with consultants, to obtain the clinical details required for claim submissions. Additionally the lack of reporting tools meant tracking and monitoring of non-payments from private health insurers was virtually impossible post submission.



## CLAIMSURE:

In November 2011, the contract was signed with Tallaght Hospital to implement Claimsure. It was live and operating throughout the hospital by the start of April 2012, less than five months later. Claimsure was installed throughout the hospital including in admissions, patient accounts and as well as being used by consultants throughout the hospital.

## PROFESSIONAL SERVICE

In conjunction with the rolling out of Claimsure in the Hospital, the Hospital engaged with the Managed Service department in order to assist with the Private Insurance Process. The key deliverables from the managed service was to utilize the technology to best drive cash collection from Private Health Insurers and to ensure that claims were submitted to the Insurers in the most efficient manner possible.

The on-site team came in situ from Summer 2012, the team worked alongside AMNCH colleagues in order to deliver increased submission rates and increased insurance receipts in the second half of 2012.

Our site presence has continued since 2012 and at the end of 2014, as stipulated in the C&AG report AMNCH is reported as having one of the lowest debtor days for Private Health Insurance, coming in at under 100 days.

Following Claimsure's move to the Clanwilliam Group in late 2015, we continue to provide a managed service solution to AMNCH. Our aim is ongoing improvement through best practices and continue to deliver a professional service in collaboration with AMNCH.

# The Results

**2014:** Since the project has gone live in Tallaght hospital, the value of submissions to the insurers has risen by 22% and continues to rise. Cash Receipts from the Insurers to the hospital have increased by 19%.

“Every hospital in Ireland is facing challenges in the management of decreased budgets. Through the simple implementation of Claimsure we have increased our revenue which has had and continues to have a direct impact on essential services. It is our patients who ultimately benefit from us using Claimsure ”.

“In addition to the financial benefits, Claimsure has brought huge administration benefits to the hospital, consultants and administration staff, saving both time and money, allowing more time on patient care. The rollout of Claimsure in Tallaght hospital was delivered on time and with minimal disruption and change management to hospital processes.”

Furthermore, “In 2013 AMNCH made the decision to engage with Claimsure Professional Services to maximise our chances of improving our health insurance income to offset budgetary constraints. Since implementation, we are seeing the benefits, as our claim submissions and receipts have increased and as a result we are effecting control of our private income debtor balances.”

Dermot Carter, Director of Finance, Tallaght Hospital

