SEAMO Billing Services – New Secure Online Billing System
Full-Service and Self-Service Model Comparison

Features	Full Service	Self Service
Real-time interface to Patient Care System (PCS) • Auto-generates claim data based on health encounter data collected in PCS • Eliminates the need to re-enter patient and health encounter data • Reduces lost revenue due to missed billings • Reduces the possibility of keying errors • Increases entry speed • Vision is to expand the use of PCS data allowing us to expand auto-generation of claims with less direct physician input	√	
Entry of paper-based or electronic claim data • Ability to enter manually from paper submissions • Ability to import electronic submissions	√	√
Rapid claim entry user interface • Increased entry speed for rapid entry of claim submissions • Increased turn-around time for claim reconciliation	√	
Identify claim maximization opportunities • Identifies potential premium codes • Suggests eligible Fee Schedule Codes (FSC)	√	√
Automated claim creation • Eliminates the need for physicians to submit claims; Claims are auto-generated • Reduces lost revenue due to missed billings • Reduces the possibility of keying errors	√	

Direct access to Hospital Systems
• SEAMO Billing Services is the only billing service with direct access to all Hospital Systems
  o QuadraMed - Patient Care System (HDH, KGH, PCCC)
  o WinRecs - Medical Records System
  o ACUPAM - Acute Pain Management System
  o MUSE - Cardiology Information System
  o Decision One - Data Warehouse (HDH, KGH, PCCC)
  o Coagulation Database - Haematology
  o Hospital OHIP Technical FSC Submission Files (HDH, KGH)
  o PICIS - Operating Room Information System
  o OMHRS - Ontario Mental Health Reporting System
• Supports identification of billing opportunities
• Potential to increase revenue
• Vision is to expand the use of electronic data sources allowing us to meet the challenge of doing more and better with less direct physician input
	√	

Fully compliant with OHIP Medical Rules • Full implementation of OHIP Medical Rules • Real-time identification of claim errors • Real-time identification of claim conflicts • Ability to save claim for future resolution	√	√
Fully HIPAA compliant • All staff are full-time KGH credentialed employees • Fully compliant with privacy standards as defined by KGH • Committed to protecting the privacy, confidentiality and security of information entrusted to us by our patients, staff and other stakeholders within the firewall of KGH	√	
Automated claim submissions • Fully compliant with new MCEDT submission protocol • Daily automated claim submissions to OHIP • Increased turn-around time for claim reconciliation	√	√
Customized reports • Available on demand • Customized information defined by user • Access to all data that the user has been granted permission to view • Direct access to all Hospital Systems	√	
Dynamic real-time individual reports • Available on demand • Customized filters defined by user • Access to all data that the user has been granted permission to view	√	√
KGH Credentialed Staff • College-level certified billing clerks • Additional training in medical terminology and Microsoft Office • Trained and experienced in all SEAMO Specialties to ensure our expertise supports the multi-specialty billing environment	√	