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Helping enable healthier and safer communities

Bring eligibility and coverage information into the laboratory workflow before claim submission

Clinisys™
Orchard®

Claim preparation can be disrupted when patient demographic, insurance, or eligibility information is incomplete, outdated, or inconsistent. When discrepancies are identified after submission, laboratory and billing teams may need to spend additional time researching information, correcting records, and resubmitting claims.

Accurate insurance and demographic information can affect more than billing activities. When information is available and reviewed earlier in the testing workflow, laboratories may be better positioned to support registration, order management, communication, and downstream administrative processes while reducing the need for avoidable follow-up and record correction activities.

Connect insurance verification with configured laboratory workflows

Clinisys™ Orchard® insurance verification feature is designed to connect configured laboratory workflows with a supported third-party verification provider. When a verification request is generated, Clinisys Orchard sends relevant patient demographic and insurance information to the provider and makes the returned eligibility and coverage information available for authorized review. This can help teams review information for potential discrepancies and support claim preparation activities by making relevant information more accessible.

How insurance verification works

Depending on system and practice-level configuration, a verification request can be generated when:

- An order is created or updated
- Patient demographic information is updated; or
- Patient insurance information is updated.

The request can then be transmitted to the designated third-party verification provider through a configured API. The provider processes the request and returns available eligibility and coverage information to Clinisys Orchard.

Authorized users can compare the submitted information with the returned response and follow the organization's configured review and update process.

Insurance verification requests are generated by:

- Electronically editing patient demographics
- Electronically updating patient insurance
- Manually creating or updating an order
- Manually editing patient demographics
- Manually updating patient insurance

Clinisys™ **Orchard®**

Clinisys™ Orchard® sends insurance information via API to a third-party verification system. The third-party systems analyzes the information sent and returns corrected data.

Clinisys™ Orchard® generates billing documents with the accurate information.

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1. Verification request generated

A request can be generated following configured order, demographic or insurance-information events.

2. Information transmitted for verification

Clinisys™ Orchard® transmits relevant patient and insurance information to the designated third-party provider through a configured API.

3. Response returned for review

The provider returns available eligibility and coverage information to Clinisys Orchard.

4. Authorized review and follow-up

Authorized users can compare the submitted information with the provider response and follow the configured acknowledgement and update process.

Support a more informed billing workflow

Insurance verification within Clinisys™ Orchard® can help laboratories:

- Access available eligibility and coverage information within the configured Clinisys Orchard workflow
- Review demographic and insurance information for potential discrepancies
- View submitted information alongside provider responses
- Make verification information available within established billing and review processes
- Support claim preparation activities within the workflow



Connect with **Clinisys™** about your laboratory, integration, and insurance-verification requirements today. ↗

About Clinisys™

Clinisys™ enables healthier and safer communities as a global provider of intelligent laboratory informatics solutions and expertise that redefine the modern laboratory across healthcare, life sciences, public health, and safety. Millions of laboratory results and data insights are generated every day using Clinisys's platform and cloud-based solutions in over 7,000 laboratories across 42 countries.

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