

Automated 'Good Faith Estimates' Implementation

Challenge: Replace a highly manual process to generate Good Faith Estimates with auto-generated Epic functionality to comply with No Surprise Act requirements



Success Factors

Best Practice | Knowledge | Experience. Applying years of experience with large technical healthcare system implementations, the Ballista project manager led cross-institutional multidisciplinary teams to execute the project configuration in a short period of time to align with a larger Epic Upgrade.

Approach

Guided the operational and IT client representatives to determine in scope GFEs for automation to meet regulatory requirement.

Outcomes

The project successfully went live on schedule with Epic automation functionality. Client trained to use reporting to determine future templates to reduce manual staff intervention.



62% GFEs auto-generated at time of go live, saving valuable manual hours



0 (zero) inaccurate GFEs reached patients



Collaborated across **4 medical centers** and large clinic network for HB/PB combined estimates