



**OneCare Solutions**



# Strategies to Transform Your Revenue Cycle

# The Transformed Revenue Cycle

- Integrated clinical and financial functions
- Steady and accurate revenue stream
- Checks and balances in place
- Well trained staff
- Accountability, consistency, timeliness
- Established goals and expectations

# What is a Revenue Cycle

“ All administrative and clinical functions that contribute to the capture, management, and collection of patient service revenue.”

Healthcare Financial Management Association (HFMA)

- Scheduling - Verification
- Referrals - Authorizations
- Registration - Prepayment



- Payer Negotiations
- Credentialing

- Clinical Documentation
- Coding



- Reporting
- Analysis
- Statistics

## Communication

- Information Flow
- Work Flow



- Billing
- Accounts Receivable



# Scheduling and Registration

- Scrutinize your cases
- Verify payers and authorizations
- Calculate patient responsibility
- Communicate payment expectation with patient prior to DOS

# Collection from the Patient

- Calculate amount due
- Communicate in advance
- Set up automatic payments
- Provide financial policy in writing
- Collect payment
- Be clear and concise

# Clinical and Documentation

- Educate your providers
- Diagnosis driven payment
- Payer medical policies
- Template inaccuracies
- Accuracy and timeliness of documentation





# Process

- Paperless
- Map workflow and assign tasks
- Communicate and connect
- Identify gaps
- Monitor and measure

# Manage your A/R

- Identify trends
- Research payer policies
- Staff access to payer contracts and fees
- Educate staff to use resources available
- Set expectations and time lines

# End of Month

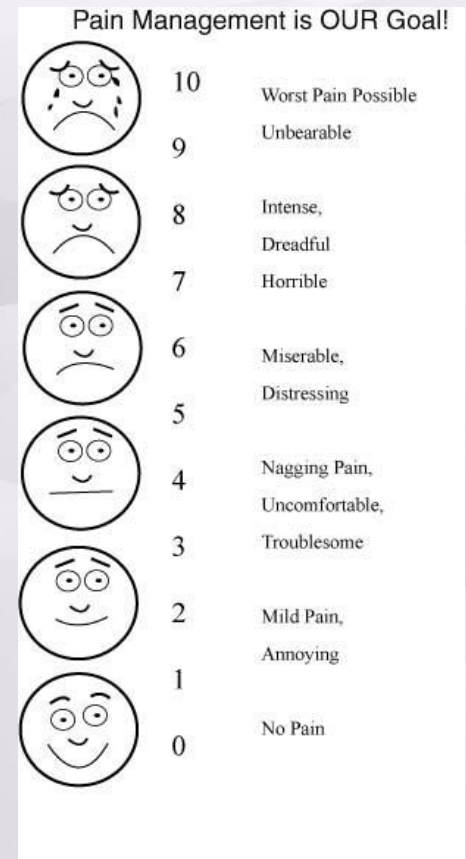
- Balance Cash
- Identify unbilled cases
- Review
  - Billed charges
  - Adjustments
  - A/R trends by payer
  - Patient balances

# Key Performance Indicators

- A/R >90 days
- Days in A/R
- Reimbursement per case
- Collection % by payer
- Denials by category
- Lag days

# Know Your Pain Points

- Authorizations
- Procedures not scheduled
- Implants
- Out-of-Network
- Diagnosis driven payment



# Build a team that moves the project forward



**Front Office**

**Prevent Turf Wars**

**Back Office**

# To-Do List

- Set goals and expectations
- Establish Priorities
- Define roles and positions
- Engage and educate
- Encourage innovation



# Tools

- Task assignment chart
- Policies and procedures
- Access to payer terms and fee schedules
- Team “briefings”



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# Questions

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