Welcome to the DOME

Welcome and Introductions

How it Works

Topics 1 – 5

- Flat Fees/Charging
- Denials/Payor Topics
- Collections/Estimates
- Various
- Staffing Challenges Success

Stretch Break

Group Noodle

THE *Noodle* DOME

This session will be a space and time to share issues, ideas, and best practices with the intention of advancing the financial management of health care through collaborative and meaningful conversations.

hfma
washington-alaska chapter

October 12, 2023
1:15 PM – 2:30 PM

Introductions

- Name

- Workplace and title

- How long you have been part of HFMA?

- Do you play slots, table games, or scratch tickets? What is the most you have won?

How it Works?

- Noodle Dome Table Leader
- 10 minutes for each topic list
- Share ideas, best practices, discussions
- If this spurs more questions – write them down
- After all topics as discussed, we will have a group noodle discussion
- Notes will be typed up and distributed after the conference
- Feedback

Noodle Topic #1

FLAT FEES/CHARGING

- Do you have a flat fee policy? What are the parameters in which you allow a flat fee to be set up? Do you post full charge and take adjustments on the back end?

- We have been given guidance that for our self-pay flat fees services. They ask us to post the charge full fee and take the adjustment after the charge posts. It would be simple for us to create a unique procedure code to post the flat fee amount, but Compliance is worried that a patient would call in after the fact and ask us to bill insurance and then the insurance company would get the reduced fee.
  The challenge for us is that it is a lot of manual interventions to write down the charge on the back end. How do you handle these self-pay flat fee services?

- What is your charging process for INPT's that spend a night (or two) in the ER? Do you charge a room charge or something else?

- What is your charging process for INPT's or OBS patients that spend a night (or two) in recovery (short stay)? Do you charge a room charge or something else?

- What is your process for adding charges on inpatients that received services in another facility. INPT was transferred to another facility for MRI and then back.

- What are other facilities doing for coding, charging and provider education?

Noodle Topic #2

DENIALS/PAYOR TOPICS

- We're running into a lot of processing delays with payers, one of those areas are with appeals. Some payers are taking 90+ days to process the appeals. Is your organization having the same delays? If so, are you finding any ways to escalate or push the payers to process sooner? If you're not experiencing this, do you have something in your contract language that helps this issue?

- Are you finding that payers are automatically paying interest if applicable to your contract? Or are you having to request it?

- Medicaid Redetermination Notices – Are your organizations receiving notices from payors (Managed Medicaid) and are you doing anything with the information they're providing and the ask to help with re-enrollment?

- Are any of you using Auto-Coverage Creation within Epic? It is problematic when commercial coverage has terminated but Medicaid has not yet been updated to show termed coverage.

Noodle Topic #3

COLLECTIONS/ESTIMATES

- What are you guys doing to better your collection rates?

- How many people do you have dedicated to estimates? What is your estimate process?

- House Bill 3320 - (presumptive eligibility for FA ; anyone owing more than $500 for hospital bill)What is everyone's interpretation of the bill? How are you planning to execute this, given the $500 threshold, prior to sending a bill? Any concerns on how this will impact pre-visit and point of service collections? Other concerns/challenges?

- Smart Auth - Have other organizations heard of Smart Auth and has anyone else implemented this? Have you found it beneficial?

Noodle Topic #4

VARIOUS TOPICS

- Offshore teams- Does your facility have a policy around using offshore teams? Do you currently use offshore teams and if so, for what?

- Payor Platform – For the Epic shop organizations have you implemented the Epic Payor Platform? What successes have you found as a result? Any lessons learned?

- What are your experiences with BOT/AI solutions for authorization, billing and other?

- How do you count productivity for non-charging patient services?

- What are your approval thresholds (by role) for write off's?

- What are your approval thresholds (by role) for refunds?

- Who in your organization works coding CCI edits? Who works charging CCI edits?

Noodle Topic #5

STAFFING/CHALLENGES/SUCESS

- If there is one thing in healthcare, that you want to learn more about, what would it be?

- What is the biggest current struggle you have in your daily work life?

- What is the biggest current success you have in your daily work life?

- Do you work in office/at home/hybrid? What do you think are the benefits and challenges of each option?

- What are you looking forward to work wise?

STRETCH BREAK

Group Noodle

NOODLE FEEDBACK FUN!

DOWNLOAD THE CONFERENCE APP

Full conference details can be seen by downloading our conference app: Instructions to download the app on iOS or Android as follows:

1. Download the **Cvent Events** app on iOS or Android

2. Once downloaded, search for Washington-Alaska HFMA Fall Conference

3. Tap the name of the event to open it

4. Log in and follow instructions within the app to set up your profile and browse the different pages.