Engaging All Revenue Cycle Departments in Denial Prevention

MISSOURI WINTER CONFERENCE

Agenda

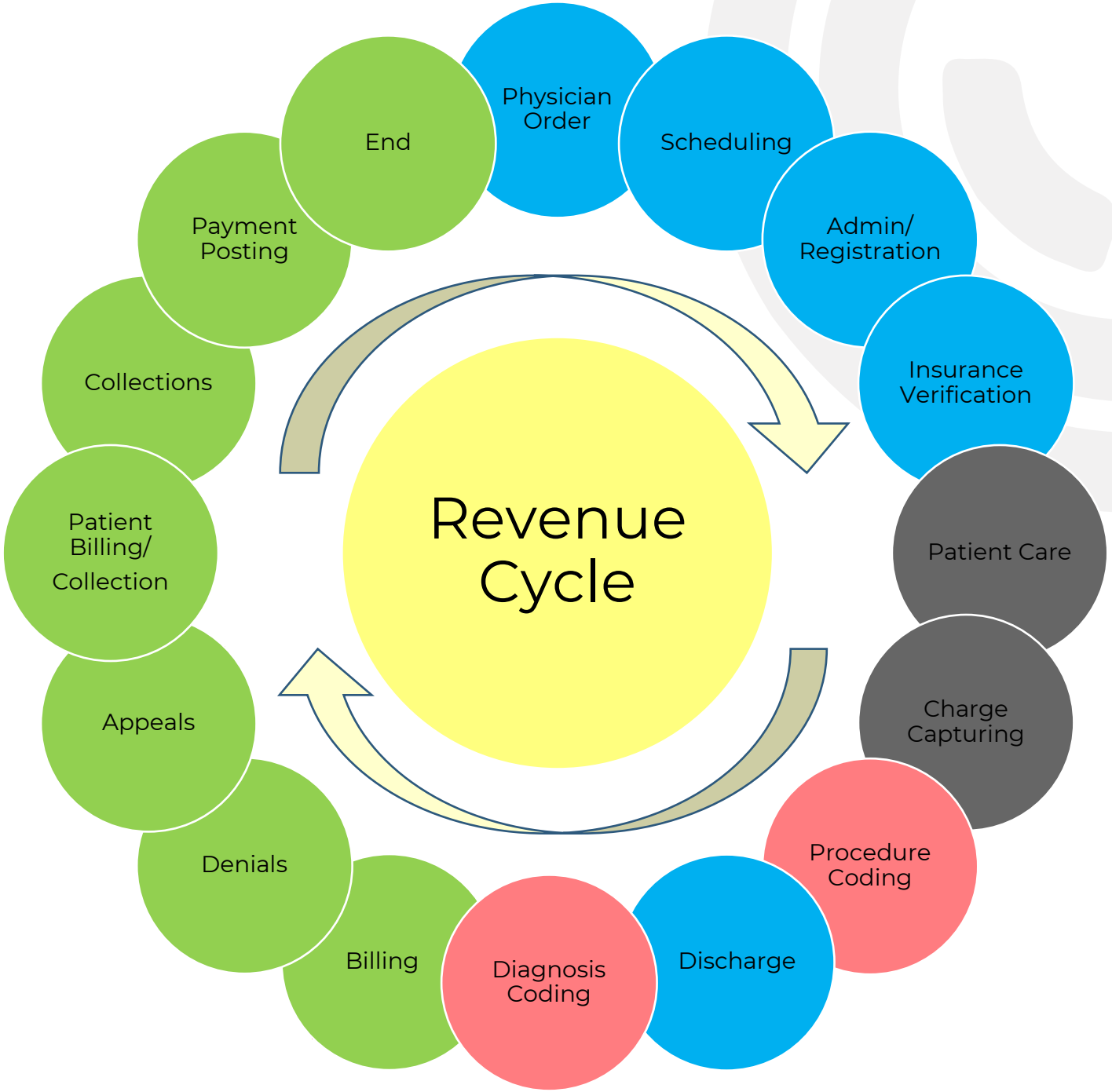
Engaging All Revenue Cycle Departments in Denial Prevention

1. **Overview of Revenue Cycle and Departmental Impacts on Cash Flow**
2. **Patient Access Involvement in Reducing Denials**
3. **Engaging HIM and Physicians in Denial Management**
4. **Improving RCM System Function to Improve First Pass Payment Rate**

REVENUE CYCLE MANAGEMENT DEFINED

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

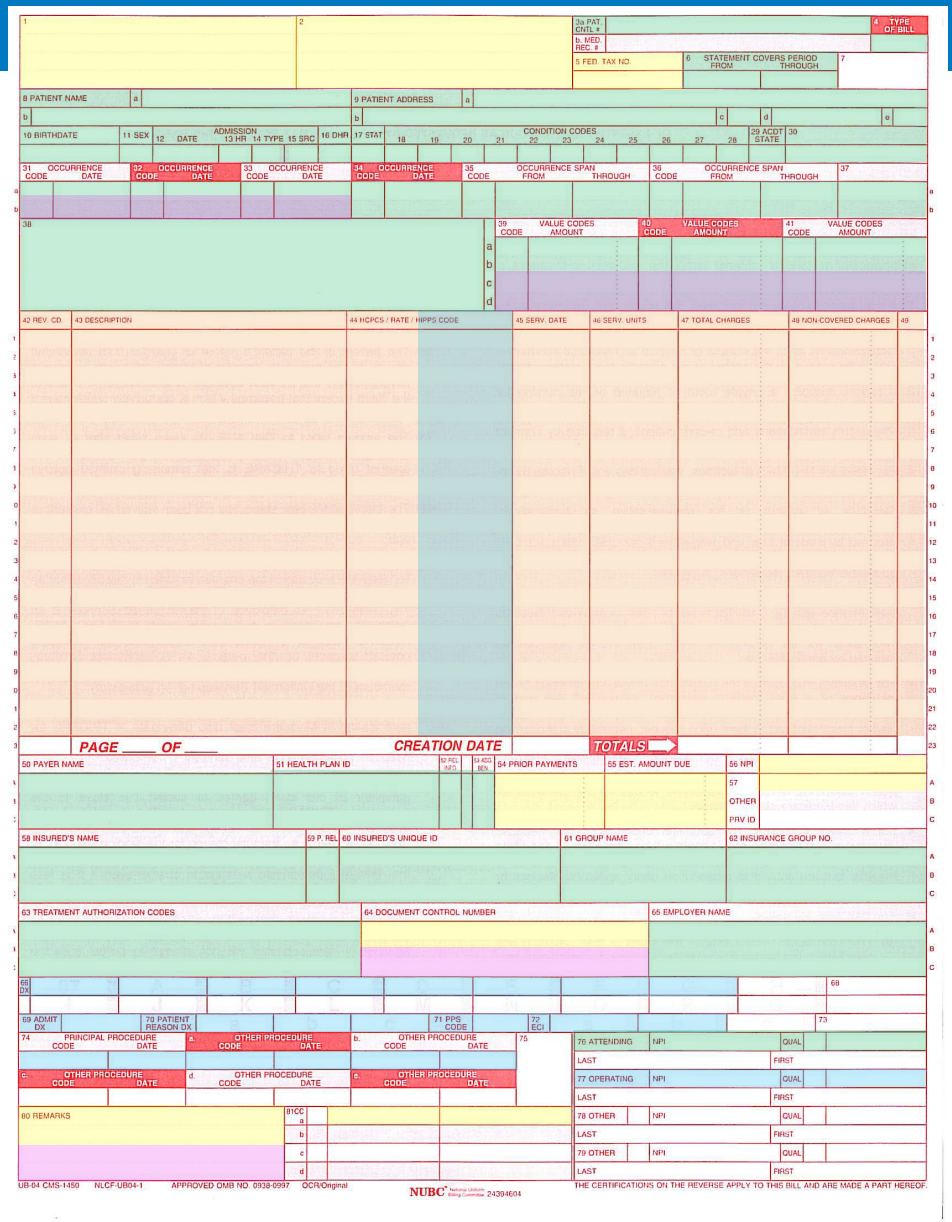
-The Healthcare Financial Management Association (HFMA)


Revenue Cycle
Physician Order
Scheduling
Admin/ Registration
Insurance Verification
Patient Care
Charge Capturing
Procedure Coding
Discharge
Diagnosis Coding
Billing
Denials
Appeals
Patient Billing/ Collection
Collections
Payment Posting
End

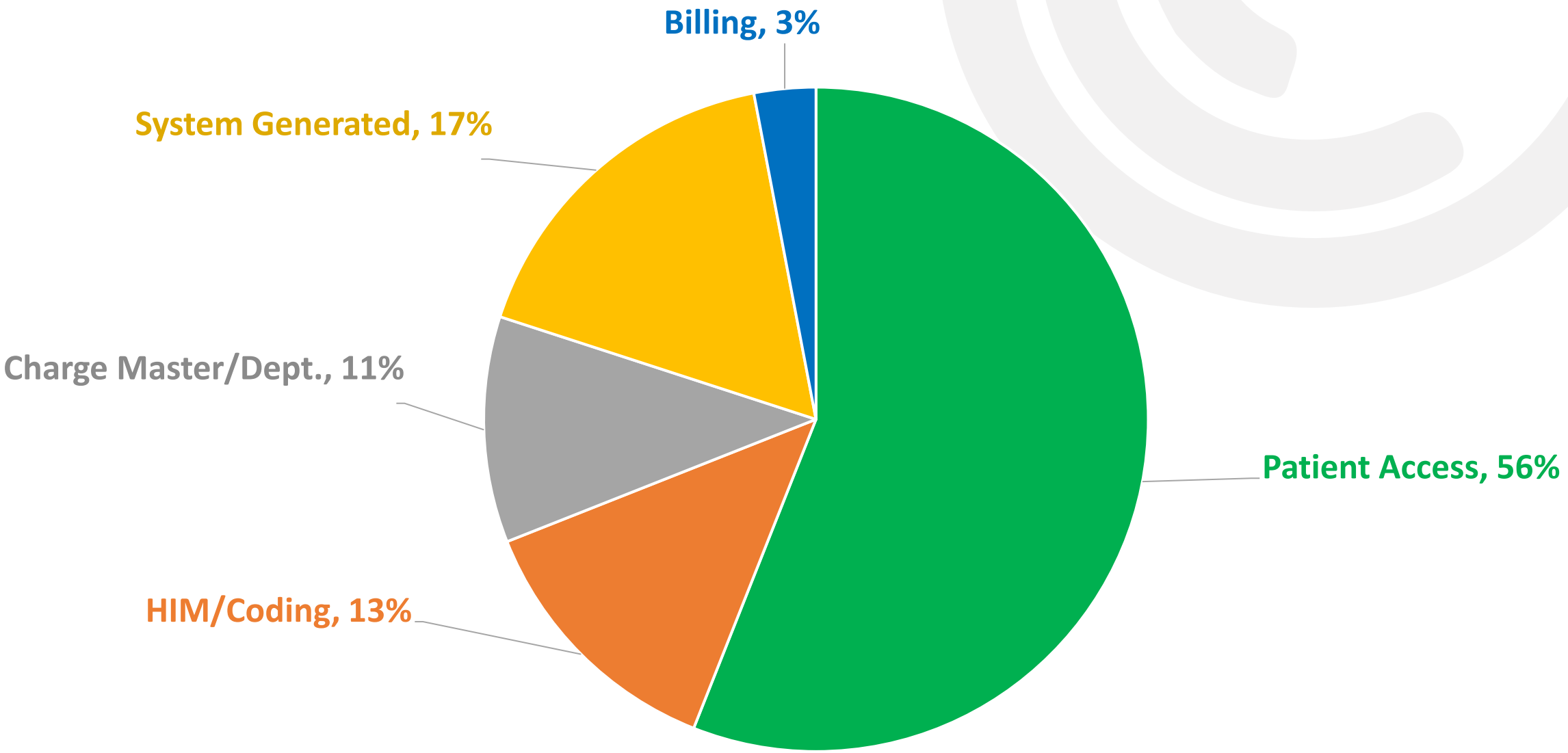
Institutional Claim Form

Who is responsible for completing each section of this form?

Green	Patient Access
Blue	HIM/Coding
Orange	Charge Master/Department
Yellow	System Generated
Pink	Billing

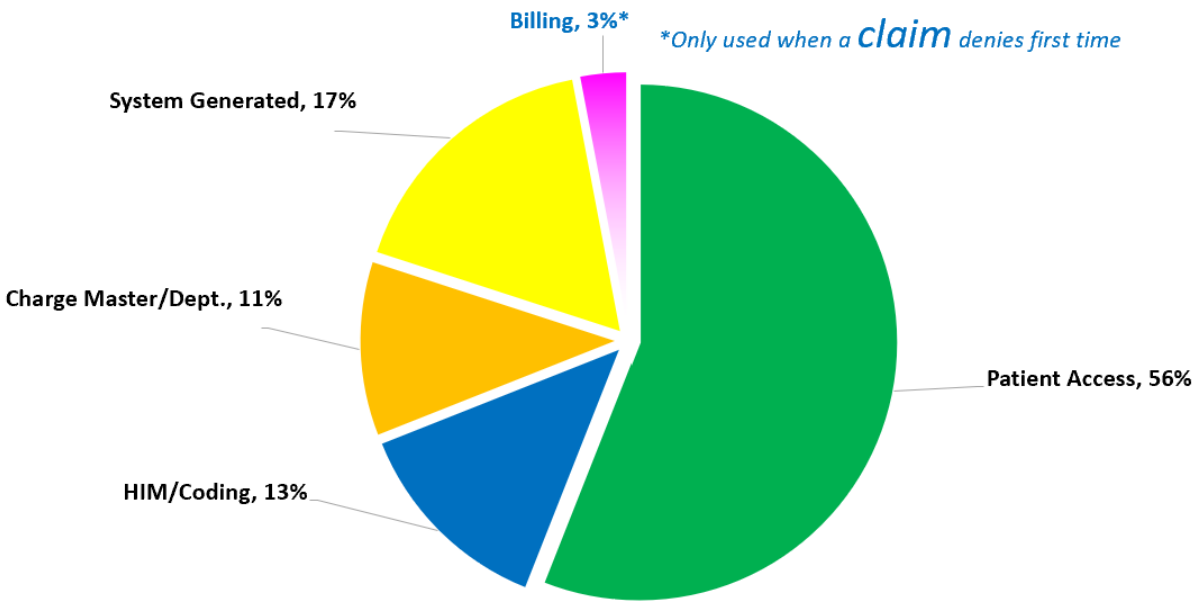


Responsibility for Billing and Timely Collection of Revenue

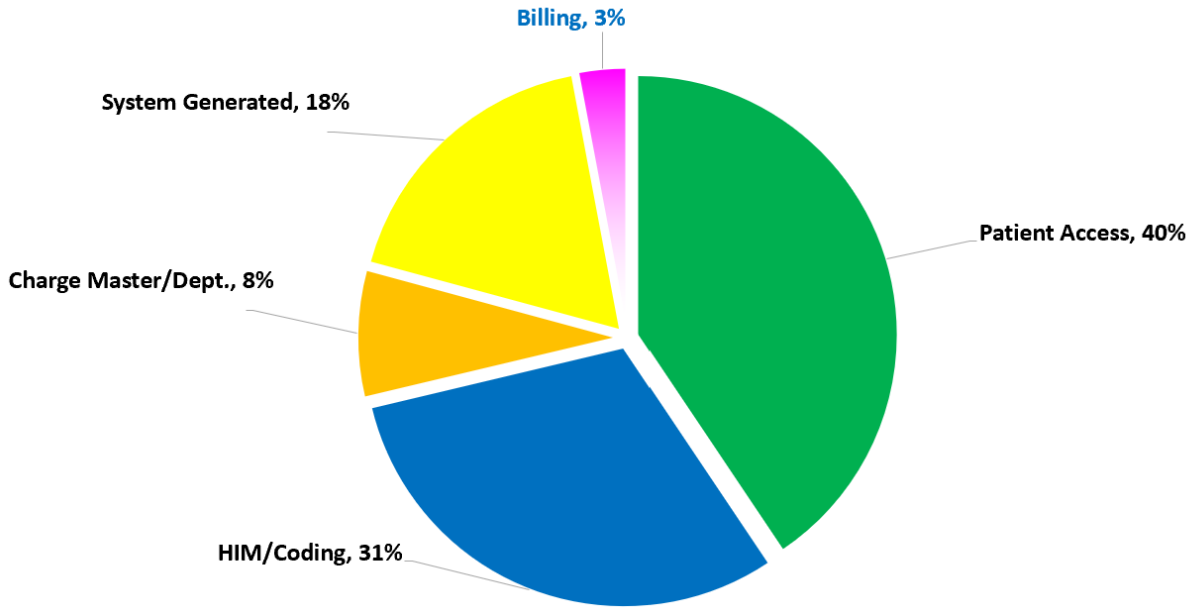


Billing Requirements v. Denials

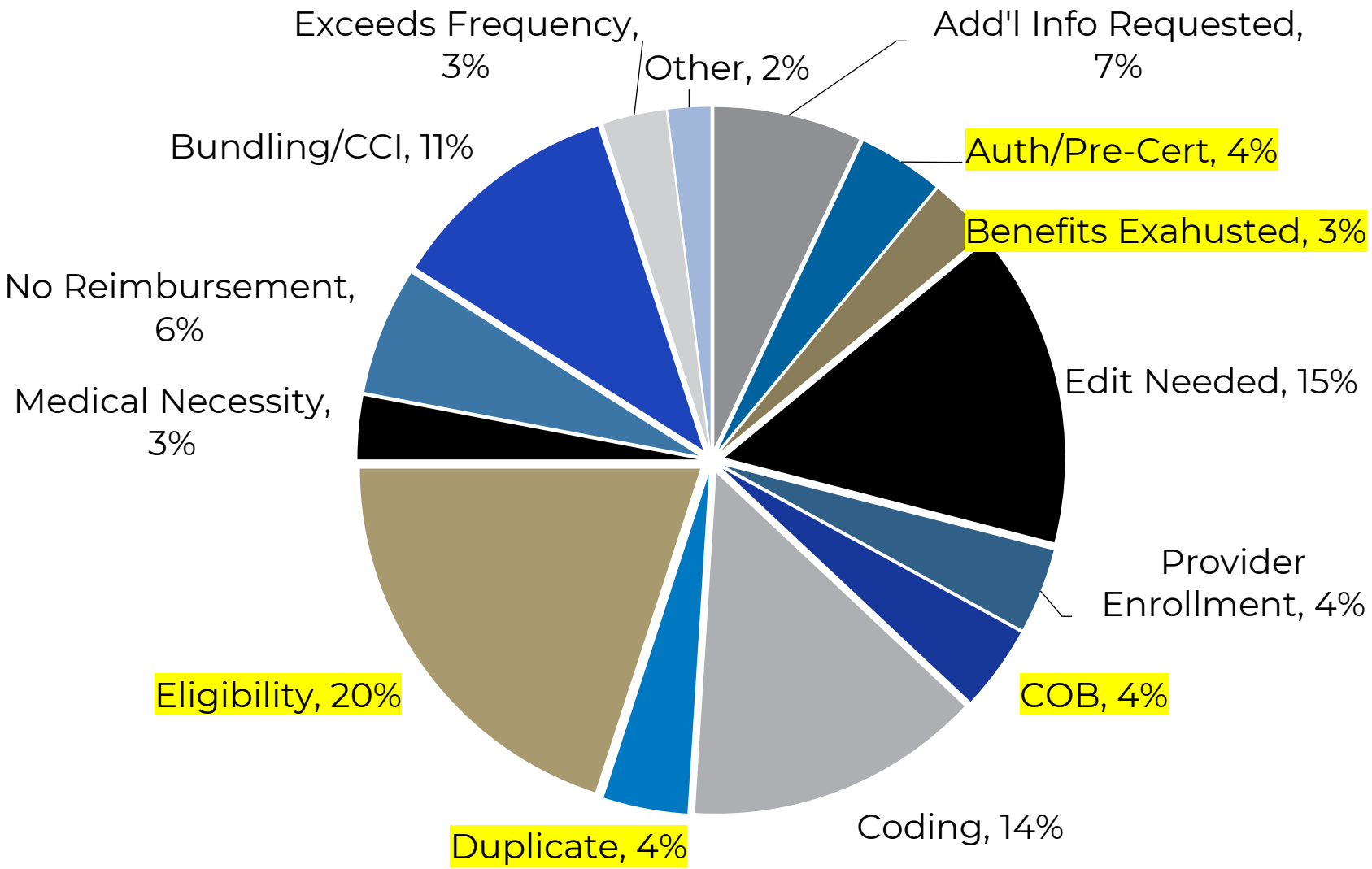
UB Fields by Department



Denials by Department



Denials by Category – First Pass Denials



Patient Access

Engagement in Denial Prevention

Identify Issues

- **Reporting of denials by root cause and individual**
- Assessment of eligibility tools and process
- Financial pre-clearance workflow and procedures
- POS Collection process
- **Authorization workflow**

Training

- Insurance basics & denial prevention
- **Eligibility systems**
- Frequency?
- Reference tools & procedures
- **Shadowing/Job share**
- Collection techniques

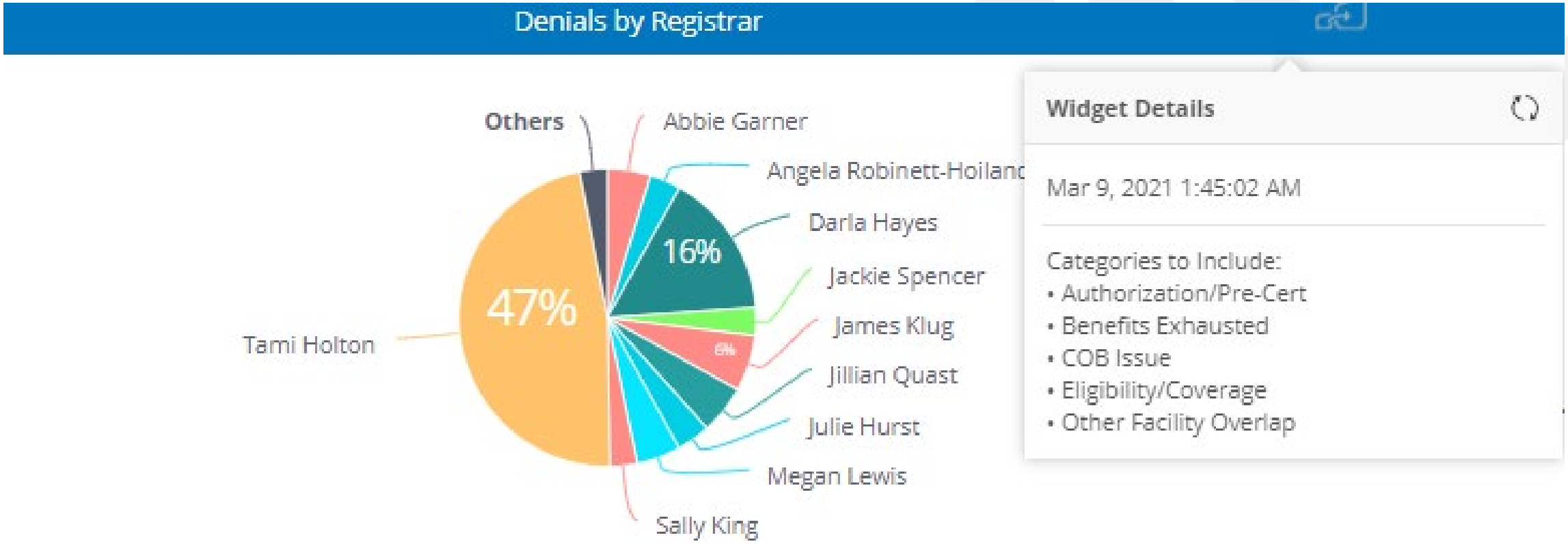
Redesign

- **Onboarding process**
- Engagement in denial prevention
- Effective workflow to eliminate touches
- Financial pre-clearance procedures
- **Pay structure**

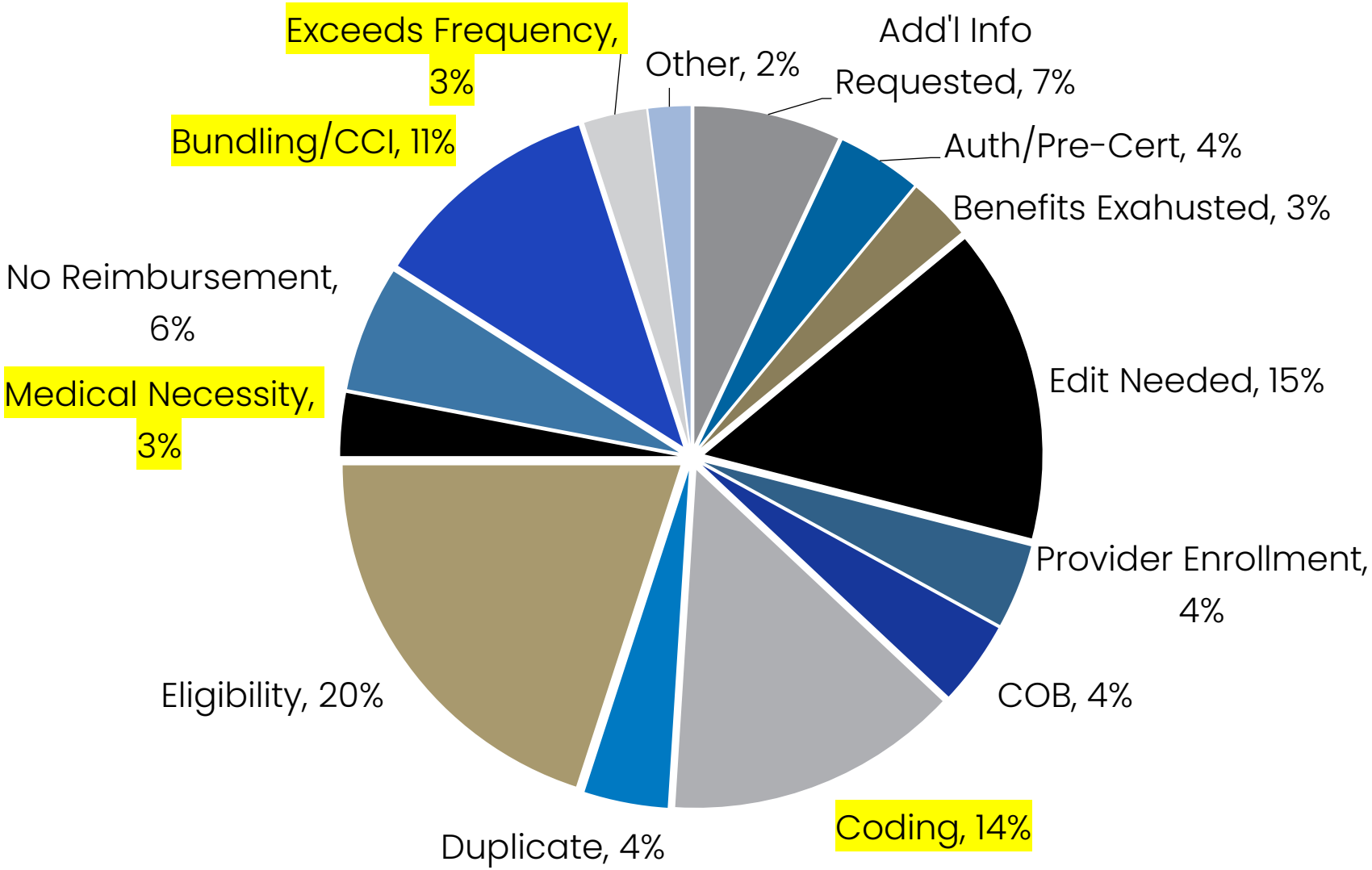
Feedback and Reporting

- Collections based on a percent of opportunities
- Registration related denials by registrar
- **Authorization by department**
- Write offs root cause
- **Department and individual scorecards**

Denial Rate Alignment to Team Members



Denials by Category – First Pass Denials



HIM/Medical Records Department

Engagement in Denial Prevention

Identify Issues

- Reporting of denials by root cause and individual
- Assessment of coding tools and process
- **Coding division of responsibility and workflow**

Training

- **Insurance basics & denial prevention**
- Coding systems
- Frequency?
- Reference tools & procedures
- Shadowing/Job share

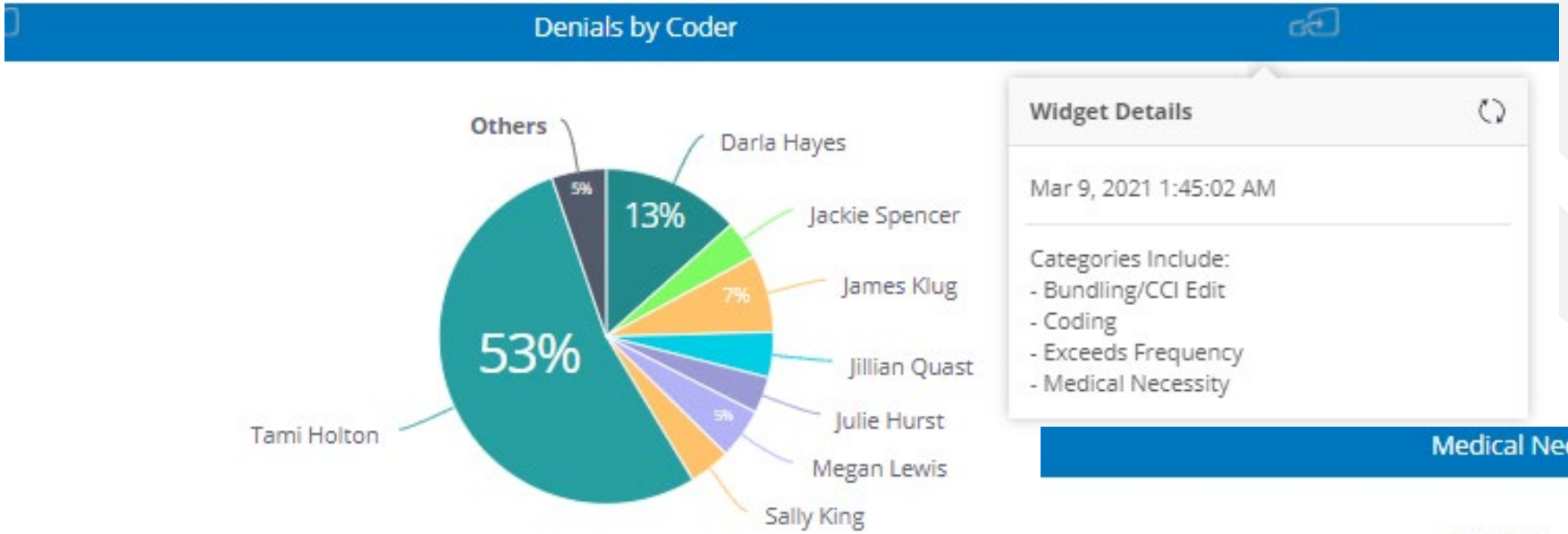
Redesign

- Onboarding process
- Engagement in denial prevention
- Effective workflow to eliminate touches
- **Coding denials and appeals**
- **Record requests**

Reporting and Feedback

- Coding related denials by coder
- **Medical Necessity by department and physician**
- Write offs by root cause
- Department and individual scorecards

Denial Rate Alignment to Team Members



Widget Details

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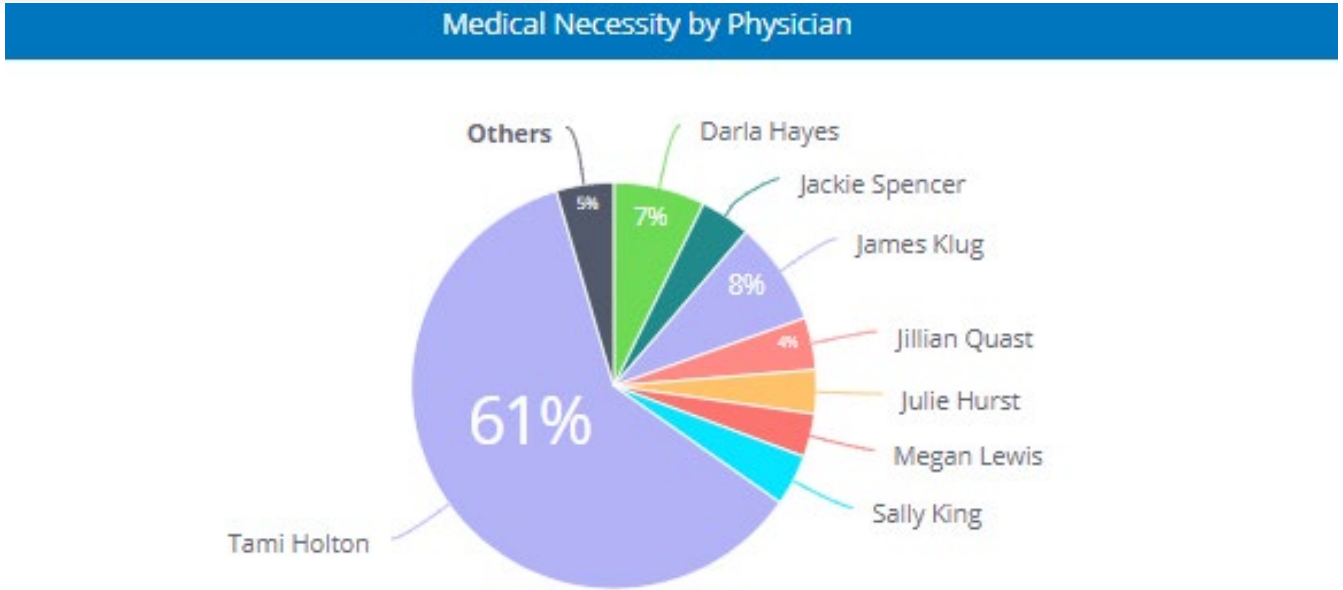
Categories Include:
- Bundling/CCI Edit
- Coding
- Exceeds Frequency
- Medical Necessity



System Impact on Denials and Cash Flow

Engagement in Denial Prevention

Identify

- Eligibility tools
- Patient estimator
- Coding systems
- **Claim scrubber**
- **Denial reporting**
- Appeal tracking
- Chargemaster Issues

Redesign

- Pre-service financial workflows using effective eligibility and patient estimator tools
- Active learning claim scrubber based on provider-specific denials
- **System contracts to include deliverables based on results**

Reporting and Feedback

- Denial reporting by root cause
- **Write offs based on root cause**
- Appeal success rate
- Contract deliverables/Quarterly reviews
- **Monitor First Pass Payment Rates**

First Pass Payment Rates

Conclusion

Engaging All Revenue Cycle Departments in Denial Prevention

1. **Revenue cycle is not revenue unless collected**
2. **Each department within the Revenue Cycle has responsibility for *collection* of revenue**
3. **All departments must be engaged in denial prevention**
4. **Engagement includes regular reporting and feedback on performance**

Questions - Thoughts

Contact Me

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