

Revenue Cycle Management: Tools, Workflow and Reporting

Presented by:

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Sales



From “Making Everything Click” to “More Than You Thought”

Why the change?

- SSI has grown its services tremendously over the past 20 years
- SSI now provides an abundance of additional products and services to a wide range of healthcare providers
- SSI’s customers have embraced and implemented our technology throughout each phase of the revenue cycle
- We are no longer a clearinghouse provider, but utilize our clearinghouse cornerstone as a compliment to our revenue cycle solutions

From “Making Everything Click” to “More Than You Thought”

SSI has the capability of processing electronic healthcare transactions for:

- Institutional and Professional as our base
- DME (durable medical equipment centers)
- Home health
- Hospices
- Surgery centers or clinics

SSI has expanded into offering solutions to:

- Behavioral health organizations
- Nursing homes
- Long term acute care

From “Making Everything Click” to “More Than You Thought”

SSI now offers a complete, comprehensive scope of services to virtually any organization with the need to process X.12 transactions.

In addition to the claims processing, SSI also supplies sophisticated workflow tools within its document management solutions and ‘bolt-on’ technologies that push claim edits out to the Patient Access point.

PREVENT – Front-end multi-pronged approach
Edits, Eligibility/Benefits, Address Verification,
Compliance, Self-pay/Charity – Encounter based

Key Performance Indicators for Selecting and Deploying a Solution

Any solution must meet a specific operational objective that:

- Improves efficiencies
- Reduces burdens on staff
- Increases cash flow

Organizations must consider the implications of making the wrong decision or selecting a system that isn't implemented correctly.

Key Performance Indicators for Selecting and Deploying a Solution

- 1. Cost of the system** - If a provider organization decides to purchase a system and it does not achieve what they thought it would, it does not work as expected or they change their direction on it, then they've spent money for nothing
- 2. Evaluation during implementation** - There's significant cost involved when evaluating a system throughout the implementation process
- 3. Impact on the accounts receivable** - A poorly implemented system, or the wrong system, can have a profound impact on the organization's ability to meet its financial obligations

Key Performance Indicators for Selecting and Deploying a Solution

Also consider:

- equipment costs
- operational system costs
- any travel expenses in the evaluation process

Most vendors are going to require that the provider pick up those costs, either directly or bundled into their fee.

Also, there are delays on other projects that may result from a wrong decision or a poorly implemented system.

Key Performance Indicators for Selecting and Deploying a Solution

Lastly, consider the impact to the organization from a public relations' perspective.

If a company has systems or processes that aren't working and are picked up within their own organization, within the provider community or from patients — that can be very negative.

Selecting a System: Features and Functionalities

Access to information - this enables providers to take action to achieve a defined outcome

Awareness - many providers could vastly improve their fiscal operation if they simply were more aware of situations that might create a negative outcome at a future date

- includes denials on claims that could have been avoided by effectively “scrubbing” the claims prior to submission, but more importantly, addressing potential defects as early upstream as possible. PREVENT

Selecting a System: Features and Functionalities

55 percent of all claim rejections stem from incorrect data being captured during the Patient Access process.

SSI has vastly expanded its product offerings to include solutions that integrate with the hospital and Practice Information Systems. This enables customers to validate encounter data in accordance with payer edits during the registration and admission processes.

Selecting a System: Features and Functionalities

SSI has the ability to evaluate the benefit data from the payers and extract those elements relevant to the specific patient encounter. SSI's customers are then equipped to collect co-pays (or at least ask for them), deductibles, self-pay components and get an idea of estimated charges.

If an Advanced Beneficiary Notice (ABN) is required, SSI has the ability to alert the provider to that fact and give them the tools to capture the signed ABN, enabling the provider to bill the non-covered charges to the patient.

Selecting a System: Features and Functionalities

It's better to collect data correctly upfront and not go back and retrofit data to the claim just prior to submission. This delays getting the claim out.

Additionally, a denial could come in from the process, resulting in another 30 days in the accounts receivable cycle on a specific claim before actually receiving a payment.

Selecting a System: Features and Functionalities

The key point - equip the executive management with the tools to identify those areas that aren't performing within the key performance indicator guidelines or "management by exception."

EDI Tracker – Complete and Comprehensive Claim Tracking

ClaimSmart – 837/835 Dashboard Analysis

Selecting a System: Features and Functionalities

An intuitive user interface is an essential element

Executive management and senior leaders are able to make prompt and resolute decisions when they have the ability to access critical information and more importantly be drawn to areas of the operation that require prompt action.

In many segments, this is referred to as **Exception Based Management**. A dashboard with executive view to sensitive gauges is an essential element of any Revenue Cycle Management system.

Tools for a Comprehensive Strategy

Every dollar is paramount

- Investigate items such as small balance write-offs, collecting co-pays and deductibles
- Providers should implement tools that identify errors, deficiencies and the ability to act promptly when disputes arise
- Prompt action is critical to ensure the realization of monies that are due based on services rendered

Tools for a Comprehensive Strategy

Providers should consider which “utility” company they use in regards to claims, remittances, claim status and eligibility

Utility - a transport mechanism for transactions that are now a commodity

What distinguishes one vendor from another is the tools that work in conjunction with utility — that is, the connectivity to the payers — to provide the workflow and reporting described earlier.

Tools for a Comprehensive Strategy

- Costs principally result from inefficient or poorly implemented processes
- Providers should manage each patient encounter from a financial perspective like they would a clinical event
 - A claim dispute is treated the same way as an illness - when a patient is admitted, a diagnosis is established and a care plan is activated
- Providers should have workflows for denials or disputes with well-defined goals, interventions and outcomes, so the provider can act promptly and know where that money stands within that process

Tools for a Comprehensive Strategy

Providers can reduce the costs of supporting a revenue cycle system by looking at ways to let the vendor host that solution for them.

- reduces the burden on IT staff and the operational costs associated with the system
- enables the providers to do what they are there to do:
 - treat patients
 - bill correctly
 - manage those follow-up processes

Tools for a Comprehensive Strategy

One of the biggest pressures - **Recovery Audit Contractors (RAC)** and their auditing of utilization and proper billing

- Four RACs regionalized around the nation
- Will take Medicare receivables for a provider and apply some basic rules to those claims that were submitted over a period of time
- At the moment, these claims go back to October 1, 2007
- SSI recommends customers to keep claim data as long as possible
- Consider SSI's 837 extraction offering

Tools for a Comprehensive Strategy

Issues can arise downstream

- Having access to an image of the claim and details of the electronic transaction will provide the hospitals with the tools to promptly respond to a RAC audit
- SSI strongly believes that providers should maintain readily accessible claim data for well beyond any established statute
- SSI provides this with its ClickON[®] Billing and ClickON[®] Document Management solutions, including ClickON[®] RADS

Tools for a Comprehensive Strategy

Reputation in the community

- Providers simply can't go out and make drastic decisions that may be viewed negatively within the community
 - some of the community and rural hospitals that may be the only hospital in a wide geographic range
- Providers are cognizant of how the revenue cycle system can have an impact or perception on patient registration

Tools for a Comprehensive Strategy

If you ask for co-pays and deductibles upfront, is that going to be negative?

- SSI's customers have learned that while they may have thought that would be negative, it's not because it allows the provider to bill correctly the first time
- When the patient receives a statement, it is accurate and clear, and the patients typically pay it without issue

Tools for a Comprehensive Strategy

Electronic Health Records (EHRs) - another factor on the horizon

- There will be a need for disparate systems to share EHR data across platforms and patient accounting or RCM will be part of that process
- SSI can provide all of the fiscal patient encounter documents to complete the record

The Cooperative Exchange Initiative

- *Response for the National Gap Analysis and Readiness Assessment for the Health Information Technology Infrastructure to Enable the Electronic Exchange of Quality Measures as part of the EHR Meaningful Use Questions for the Industry*
- The Cooperative Exchange was established in 2002 to expand electronic healthcare transactions among participants in the healthcare industry.
- Mission is to provide open access for organizations to promote electronic transactions for the healthcare industry by ensuring optimal quality, value and functionality.

The Cooperative Exchange

- The “gateways” clearinghouses provide allows providers and other trading partners to establish connections with payers.
- The Cooperative Exchange has been awarded the opportunity by the Centers for Medicare and Medicaid Services (CMS) the opportunity of providing comments regarding the incentive payments for meaningful use of electronic health record (EHR) technology under Medicare and Medicaid, as authorized by the American Recovery and Reinvestment Act of 2009 (ARRA) to use that information to track key clinical conditions.
- Conversion to EHR, HIPAA 5010 initiative and ICD-10

In Closing...

From Encounter

“Inception to Zero Balance”

SSI provides the Solutions to collect more money as quickly as possible!

Thank you to all Participants and Alabama HIMSS Chapter of the 2009 Summit Of The Gulf Coast!



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