



Missouri RHC Revenue Cycle Management Best Practices

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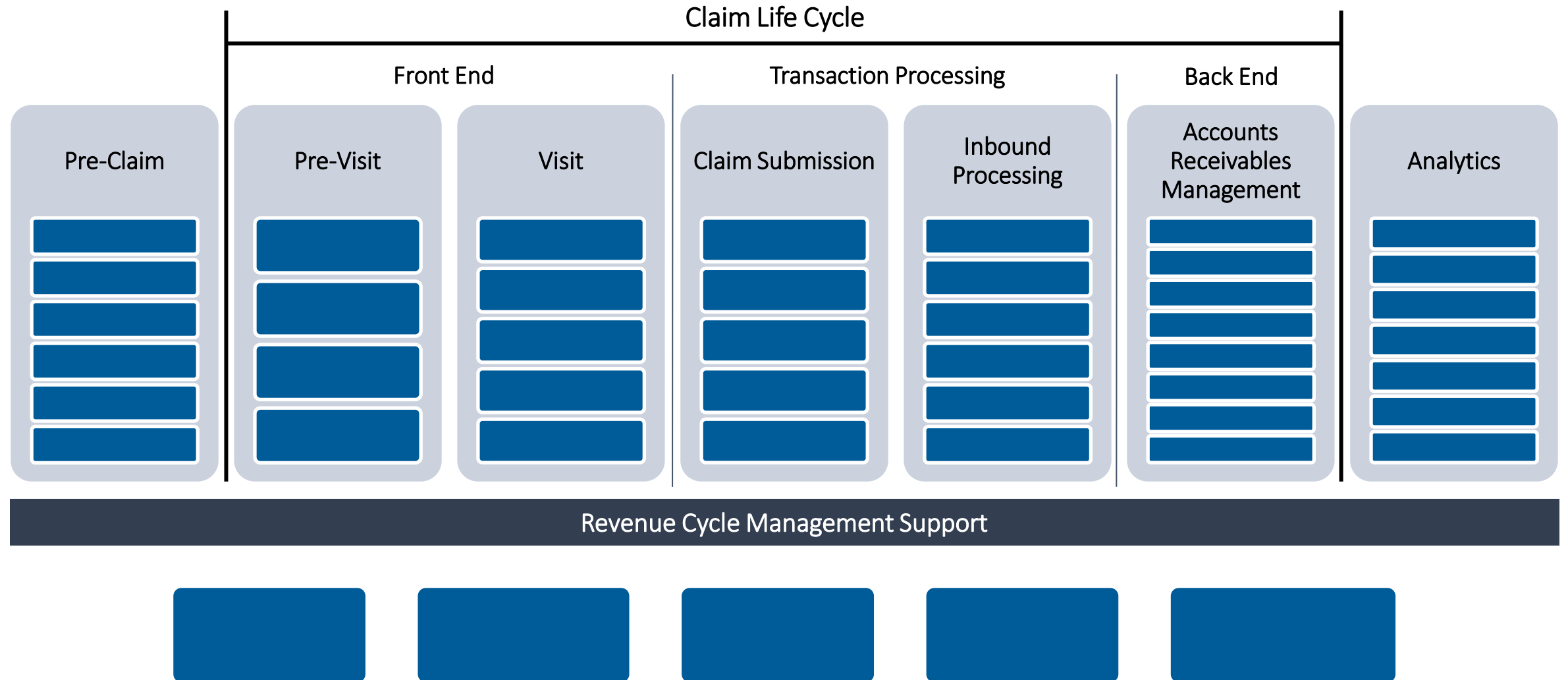


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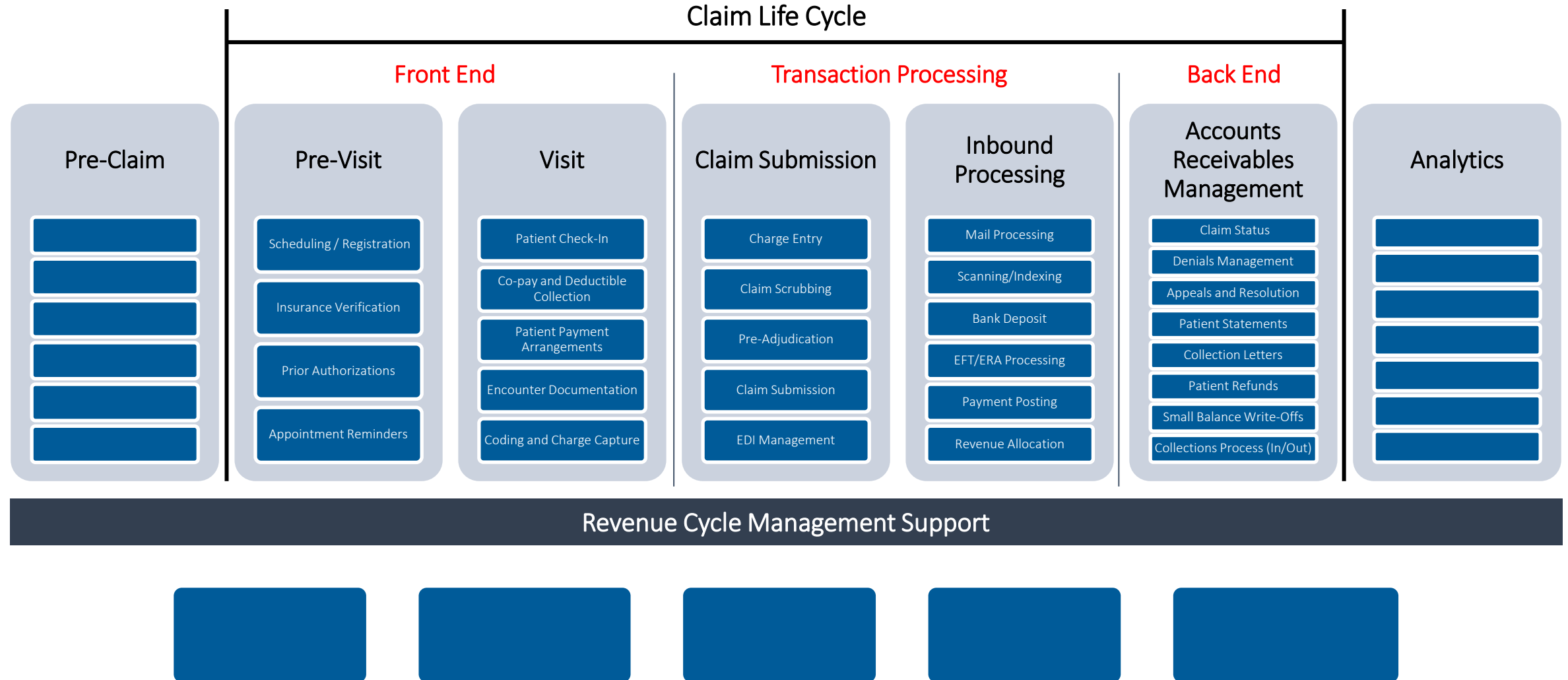
A photograph of a business meeting. Two people are seated at a wooden table. One person, wearing a blue and white checkered shirt, is pointing at a document. The other person, wearing a light blue shirt and a watch, is holding the document. The document contains various charts and graphs, including a bar chart and a pie chart. A laptop is open on the table to the left, and a cup of coffee is in the foreground. The scene is lit with warm, soft light, possibly from a window. A semi-transparent white box with orange text is overlaid on the bottom half of the image.

WHAT IS REVENUE CYCLE?

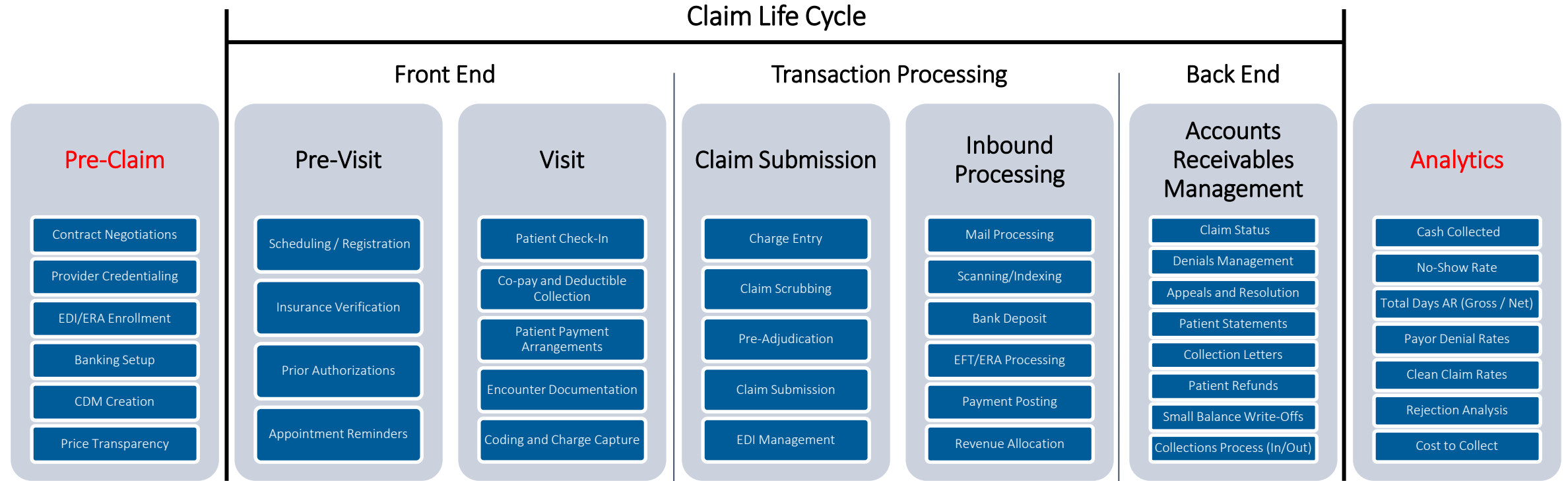
Revenue Cycle Management



Revenue Cycle Management



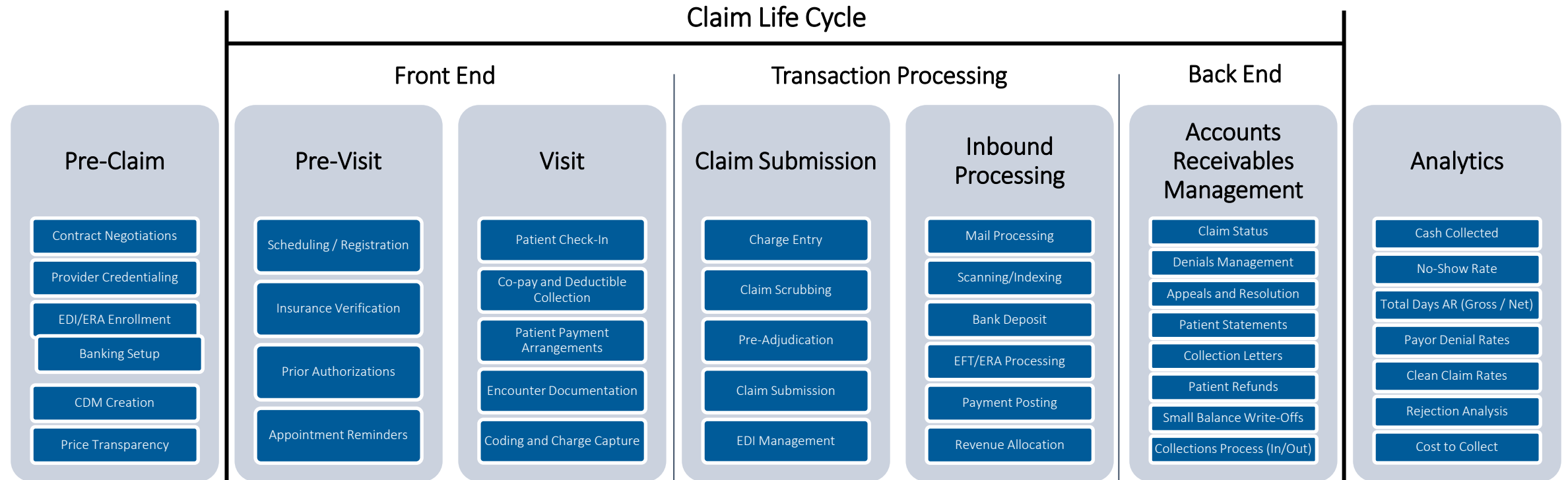
Revenue Cycle Management



Revenue Cycle Management Support



Revenue Cycle Management



Revenue Cycle Management Support

- Month-End Closing
- Performance Management
- Compliance
- Information Technology
- Quality Management

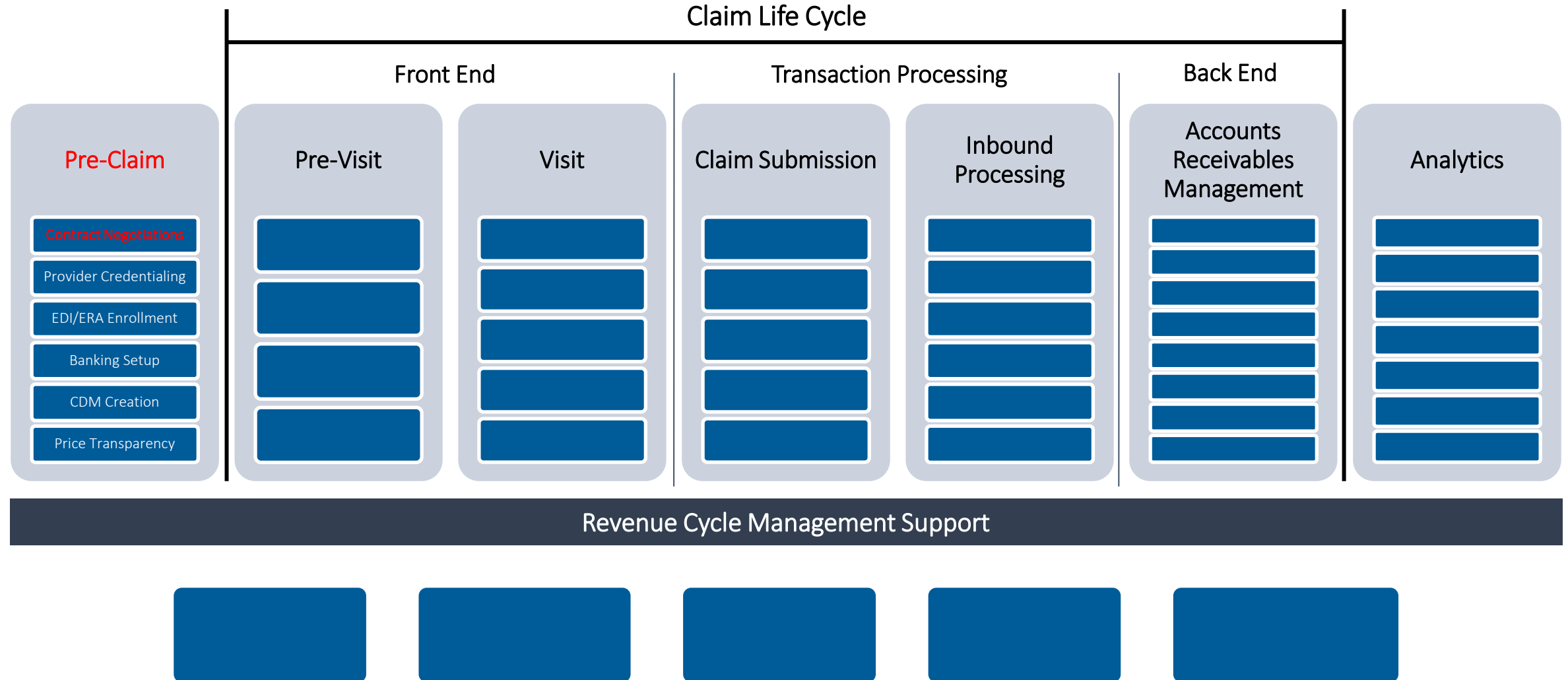
A photograph of a person in a checkered shirt pointing at a document on a desk. The document features a colorful bar chart and a pie chart. In the foreground, a person's hand is holding the document. To the left, a laptop is open. In the bottom left, a white cup of coffee is visible. The scene is brightly lit, suggesting a sunny day.

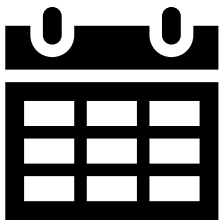
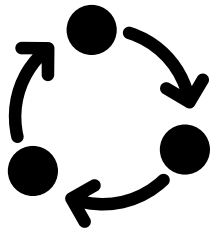
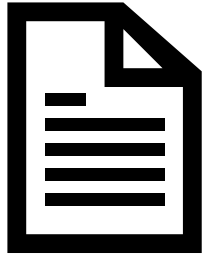
PRE-CLAIM ACTIVITIES



STROUDWATER

Revenue Cycle Management – Pre-Claim





- Do you have Copies of the Agreements
 - All Amendments
 - Most Current Fee Schedules
- Pay Attention Special Clauses
 - “Lesser of” – Payment Clauses
 - Price Changes Notification
- Timely Filing Deadlines vs Payment Windows
 - Claims (including Appeals) Must be filed in XX days
 - Payments will be Received in YY days

Increases to Gross Charges do not always fall to the bottom line

- Modeling to project the impact of CDM price changes by payor

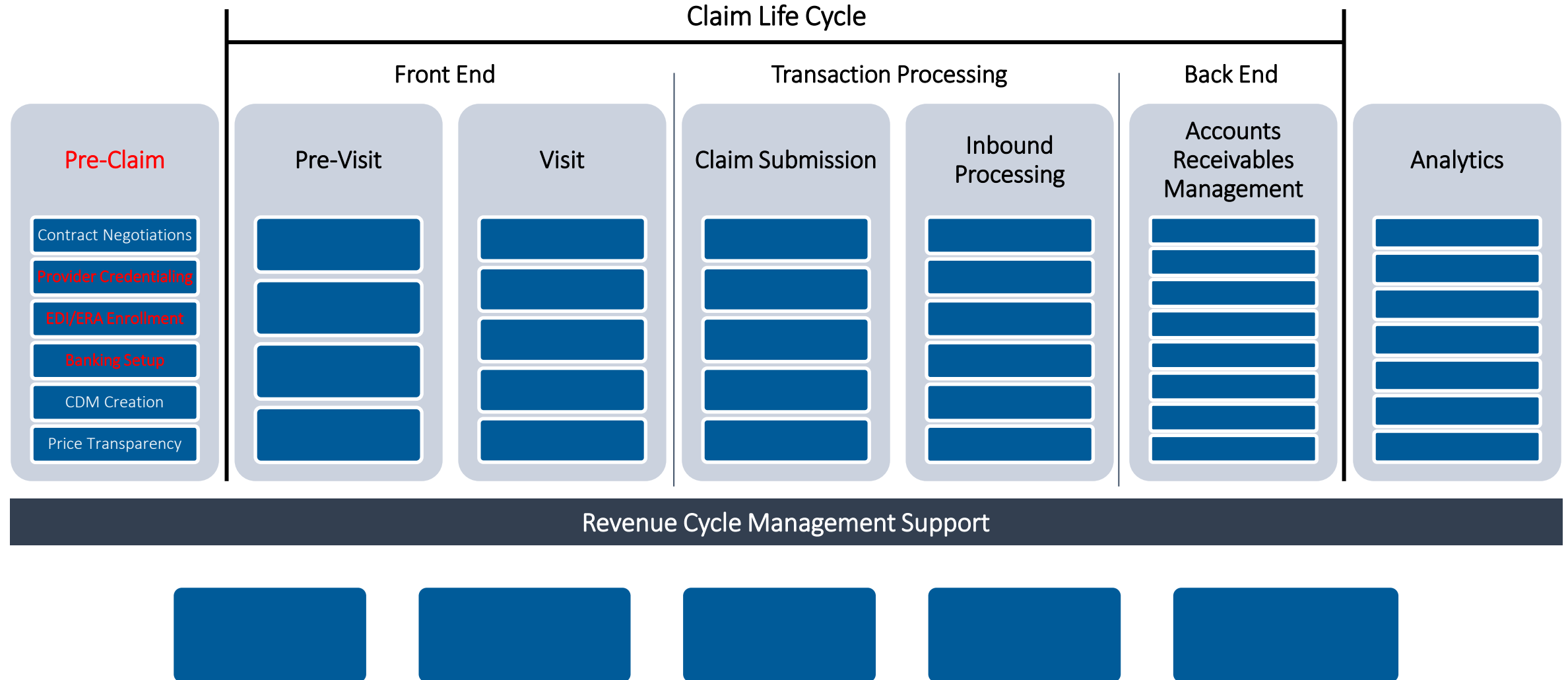
Payer contracts may contain reimbursement methodology language:

- Excluded services that should not be priced for that payer
- Changes in charges could trigger “lesser of” clauses in payer contracts
- Clauses that limit the Annual Increase percentages

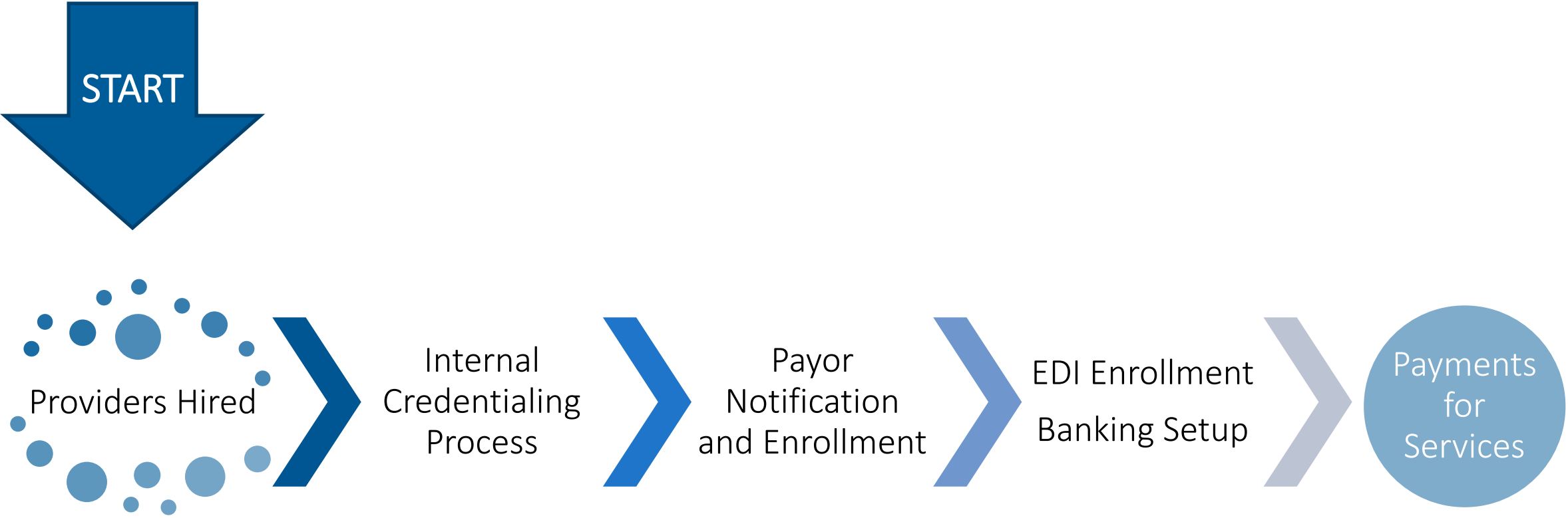
Renegotiate Existing Contract

- Voluntarily reduce overall charges to get a higher % of charge reimbursement

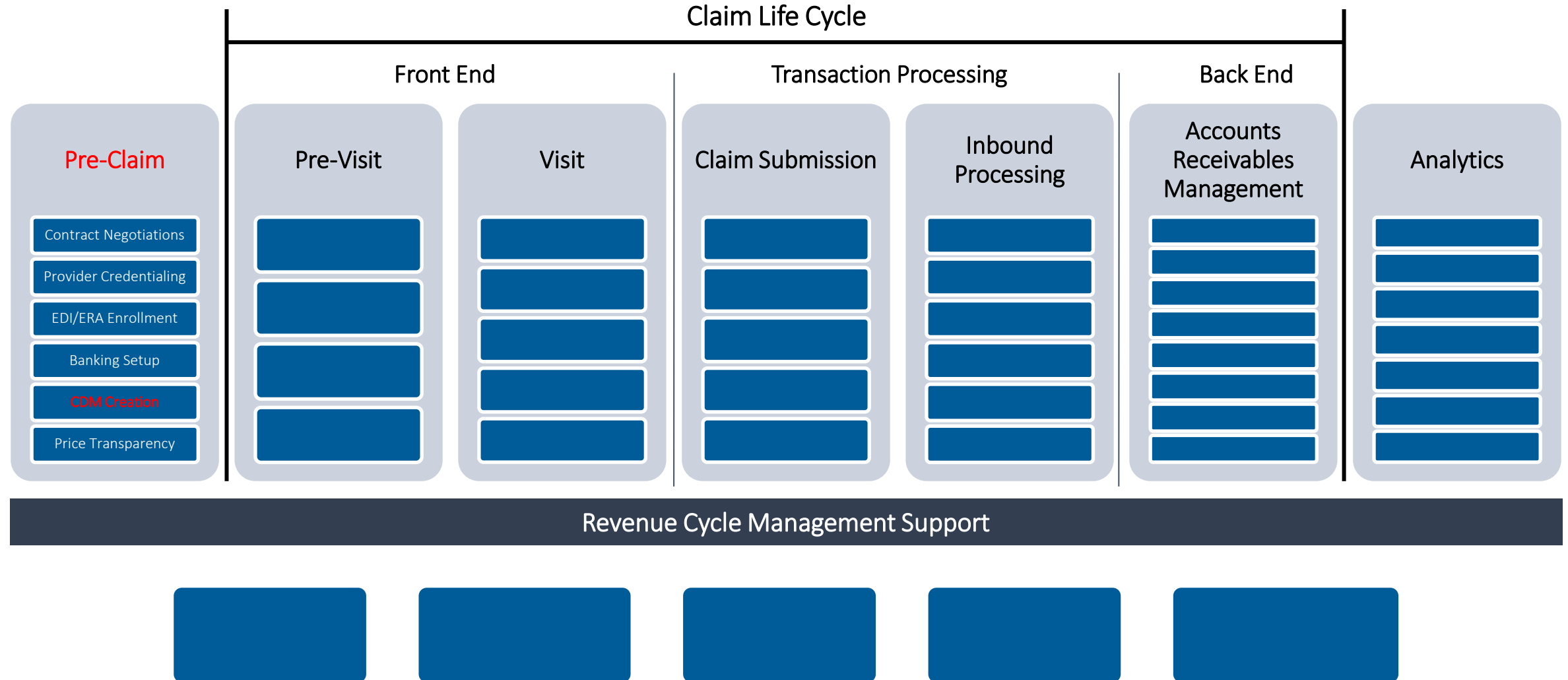
Revenue Cycle Management – Pre-Claim

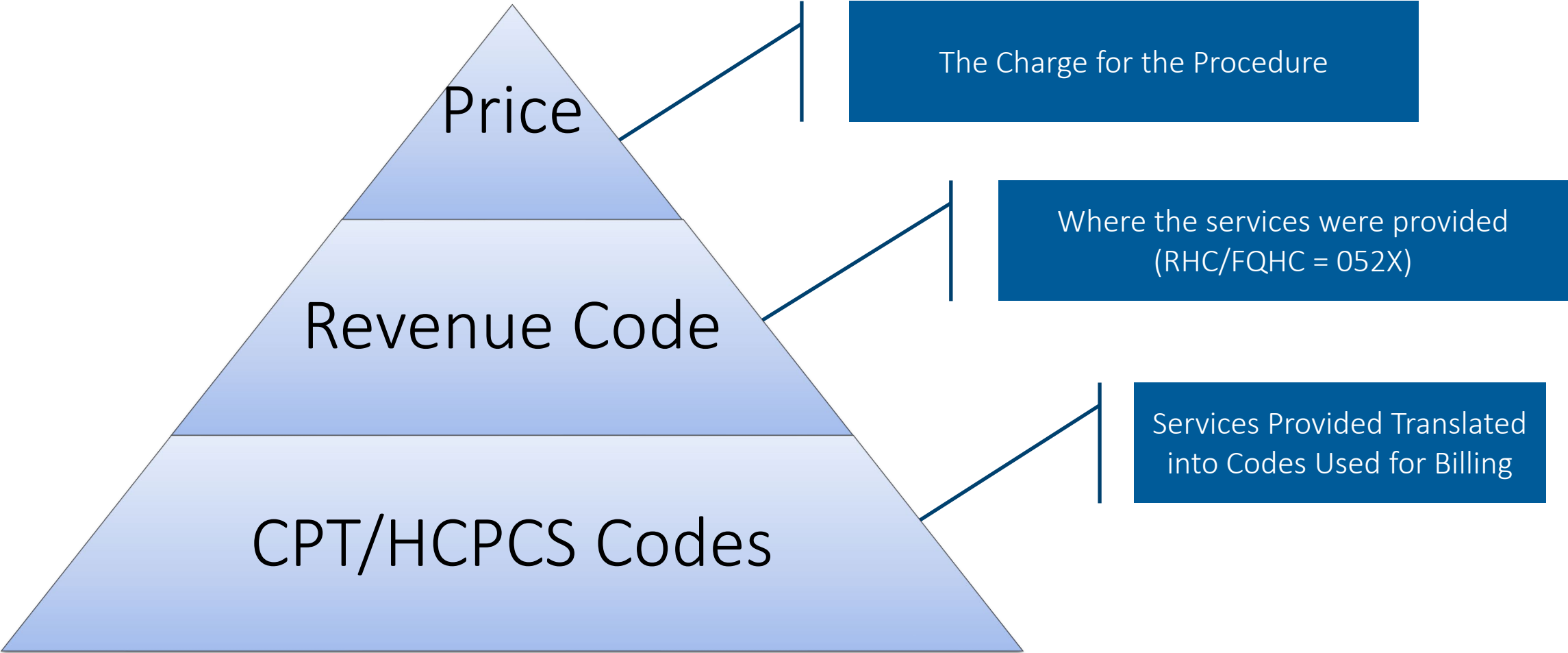


Provider Credentialling & EDI Enrollment



Revenue Cycle Management – Pre-Claim





Chargemaster Best Practices – Four Key Areas



Missing CPT/HCPCS Codes

CDM records where no CPT/HCPCS codes are listed

Below Medicare Fee Schedule

Price assigned to CPT/HCPCS code is below the CMS Fee Schedule

Invalid CPT/HCPCS Codes

CDM records where CPT/HCPCS codes are not listed on AMA or CMS data files

Same CPT/HCPCS, Different Price

Different price is assigned to same CPT/HCPCS code

Defensible Pricing Strategy

- Does your hospital have a strategy established for pricing?
- Is this strategy defensible?

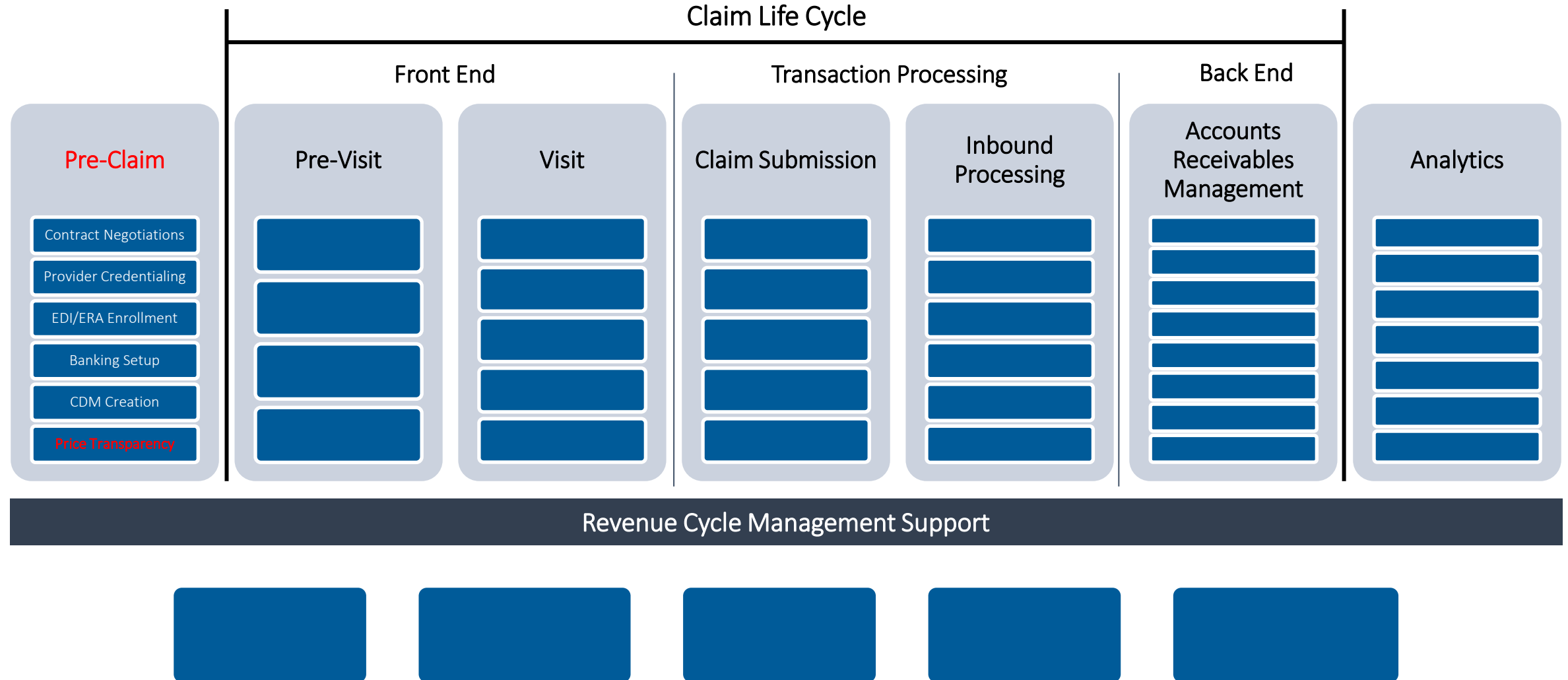
Full Chargemaster Review

- When was the last time your entire hospital chargemaster was reviewed?
- Consistent pricing – Same CPT/HCPCS with different prices
- Deleted codes

CDM Maintenance

- Ongoing policy for establishing new procedures that engages both operations and revenue cycle

Revenue Cycle Management – Pre-Claim



Annual Maintenance

- Required CMS annual review

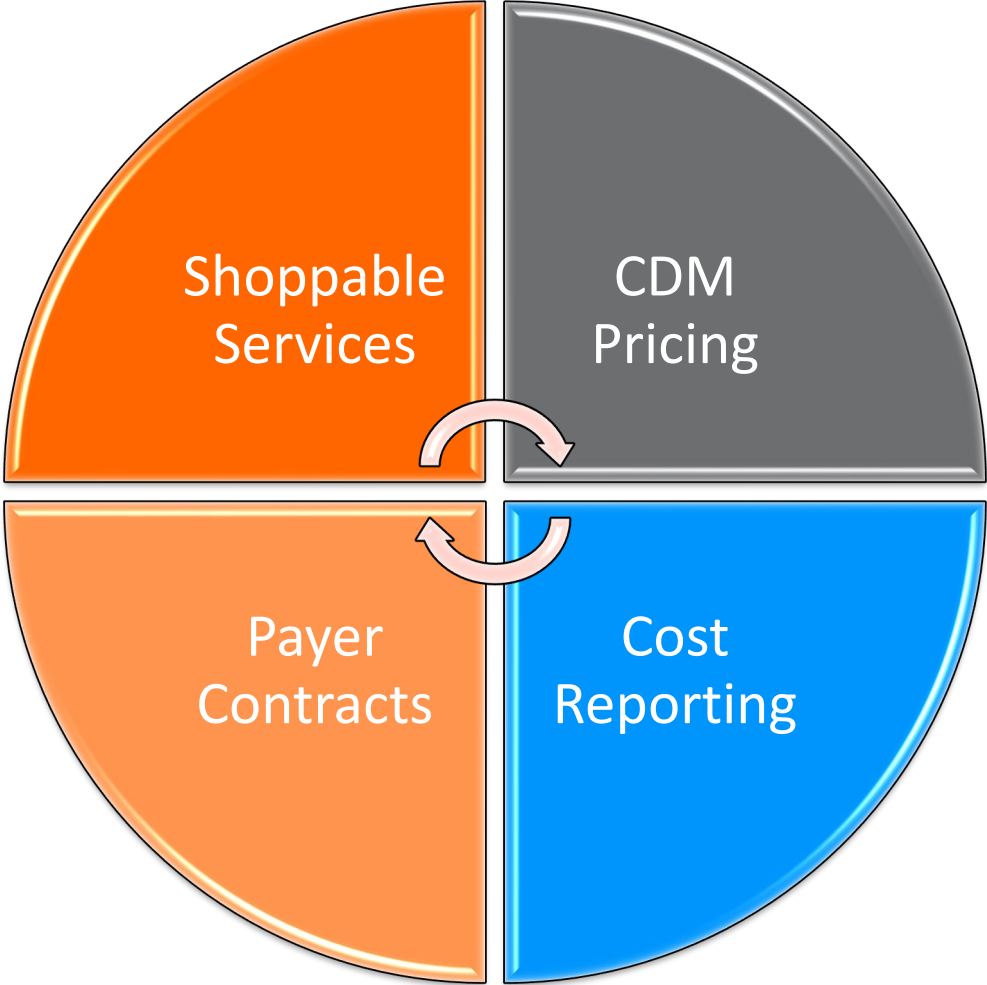
Charge Review

- Changes in Standard Charges
- Changes in Negotiated Rates
- Ancillary Services – new or revised

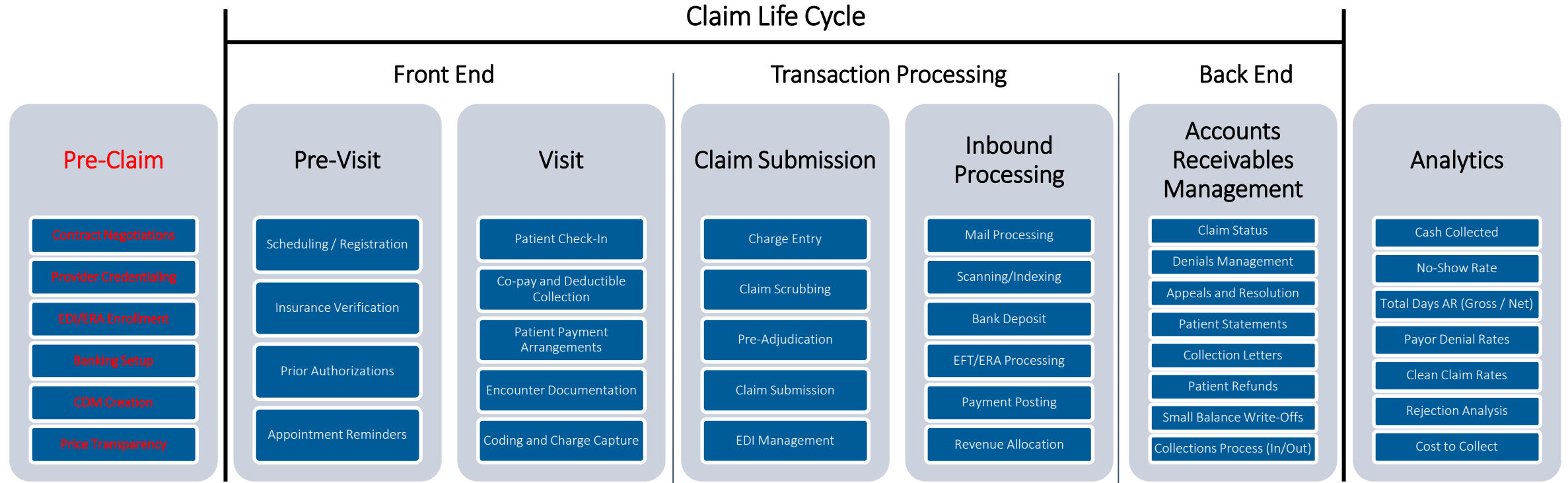
300 Shoppable Services

- New services added
- Deleted services
- Market needs – Marketing Strategy

Pricing Transparency – Interdependencies



Revenue Cycle Management



Revenue Cycle Management Support



A close-up photograph of a doctor's hands wearing blue nitrile gloves. The doctor is holding a light-colored wooden block with the words 'QUESTIONS' and 'ANSWERS' printed on it in bold, black, sans-serif capital letters. The doctor's face, wearing a white lab coat and a stethoscope, is visible in the background, slightly out of focus. A thin black horizontal line is drawn across the top of the wooden block.

QUESTIONS

ANSWERS



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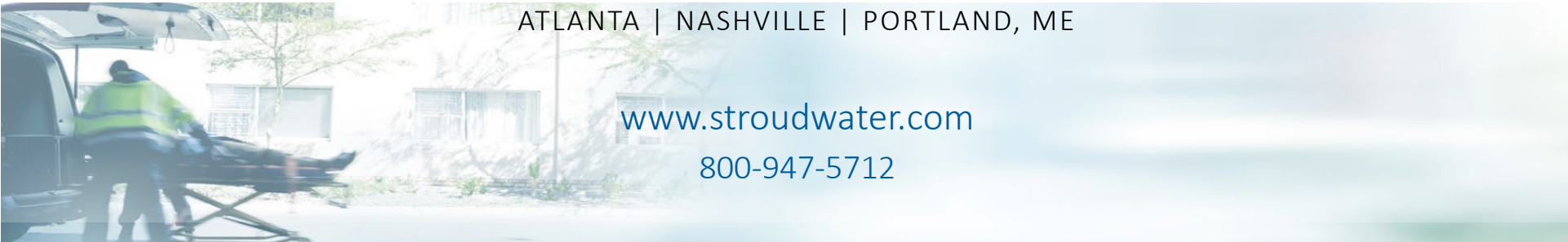
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