

# Review, Revise, and Improve Your RCM in 2020

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Kim White, Client Performance Manager  
Brandi Ashley, Client Success Manager  
Adrienne Schrimpf, Sales Consultant



# Today's Speakers

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## PRESENTERS



**Kim White**

Client Performance Manager  
Revele



**Brandi Ashley**

Client Success Manager  
Revele



**Adrienne Schrimpf**

Sales Consultant  
Revele

## ORGANIZER



**Sydney Berryman**

Content Marketer  
Revele

# Agenda

What will we be talking about today?

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- Six Common Problems for Lost or Delayed Revenue
- Where to Start Auditing Your RCM Process
- KPIs to Maintain a Healthy Revenue Cycle in 2020

**GUARANTEED 10% INCREASE IN CASH FLOW.**

# Conquer the New Age of Healthcare Reimbursement

Bringing together robust data, intelligent claim handling & performance consulting for a richer revenue cycle.

- Clinical Coding
- Professional Services
- Patient Pay
- Denial Management
- Healthcare Analytics



# The Most Common Reasons for Lost or Delayed Revenue

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1. **Lack of Verifying Eligibility/Completing Pre-Registration**



# The Most Common Reasons for Lost or Delayed Revenue

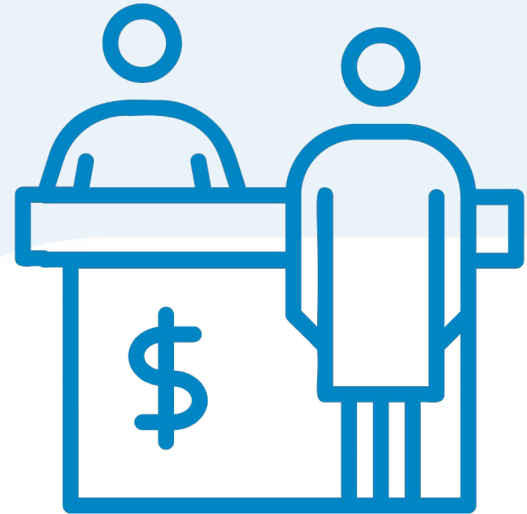
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4. **Lack of Online Patient Payment Options**



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4. Lack of Online Patient Payment Options
5. Charging Under Payers Allowable or Incorrect Allowables Applied
6. **Providing New Services Without Knowledge of Reimbursement Rate & Requirements**



# How to Audit Your RCM Process

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5. Do you know what your payers contracted allowable rates are?
  - a. Do you have any payers returning allowables equivalent to the billed charge?
6. Are you providing services that you're not being reimbursed for?



# KPIs to Maintaining a Healthy Revenue Cycle

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Key Performance Indicators that will help you identify areas of opportunity:

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- **Net Collection Ratio - (Charges-Adjustments / Payments)**

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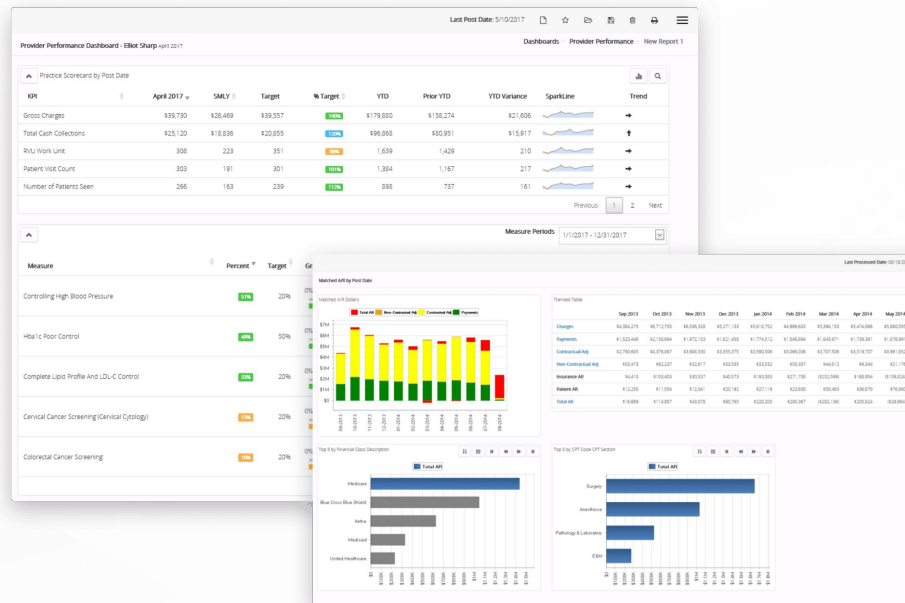
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- Payer Reimbursement by CPT as Compared to the Fee Schedule - CPT Paid in Full
- Gross Collection Ratio - (Payments / Charges)
- Net Collection Ratio - (Payments / Charges-Adjustments)
- **Practice Volumes / Productivity / CPT Mix**

## ENTERPRISE ANALYTICS

# Make better business decisions - faster.

Build a more stable, predictable, and profitable practice with clinical and financial analytics.

- Quantify “what if” scenarios and identify revenue opportunities
- Flag underpayments and overpayments to ensure accurate claim payment
- Easily create interactive dashboards





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## Questions?

Thank you for attending. A recording of this presentation will be sent following today's webinar.