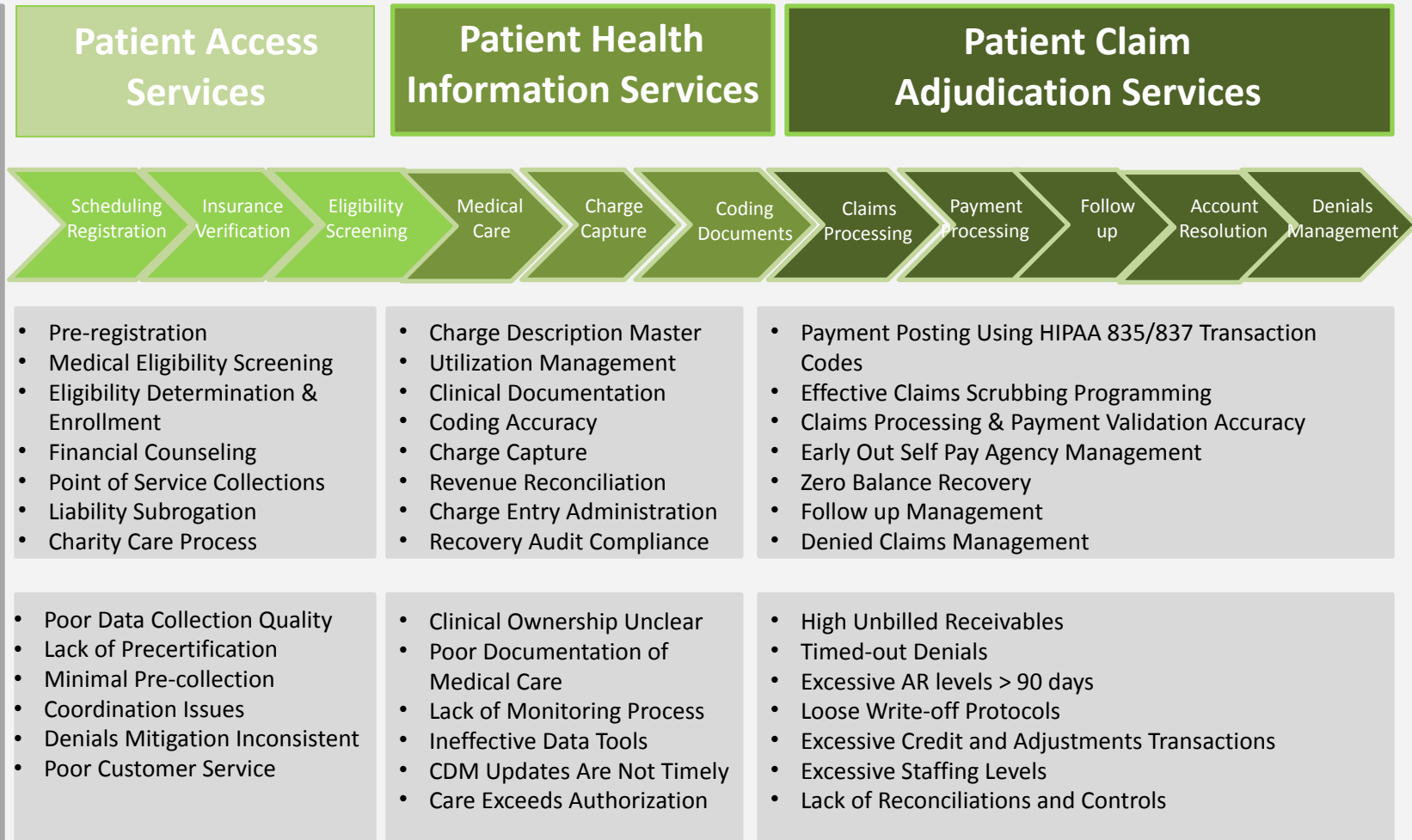


Revenue Cycle Process Diagram



Denials Management

Hard
Denials
(Appeal
Required)

Soft
Denials
(Additional
Information
Required)

Actionable Denials

- Claim for elective service without pre-authorization
- Days, service, or level of care had no concurrent authorization
- Not financially responsible
- Not a covered service
- Charge or procedure is bundled
- Untimely submission

- ER claim pending receipt of medical records
- Missing or inaccurate information on claim
- Charge or coding error on claim
- Pending receipt of drug or implant invoice
- Pending receipt of primary EOB for secondary payment



Revenue Cycle Process Diagram

Patient Access Service

- Scheduling Registration
- Insurance Verification
- Eligibility Screening

Health Information Services

- Medical Care
- Charge Capture

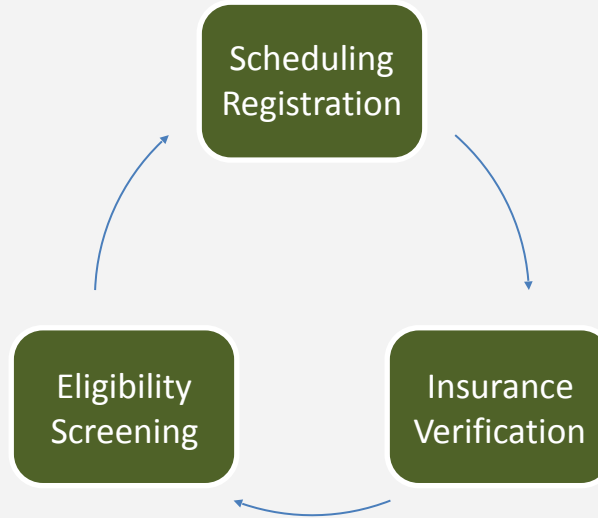
- Coding Documents

Claim Adjudication Services

- Claims Processing
- Payment Processing

- Follow Up
- Account Resolution
- Denials Management

Patient Access Services



Process

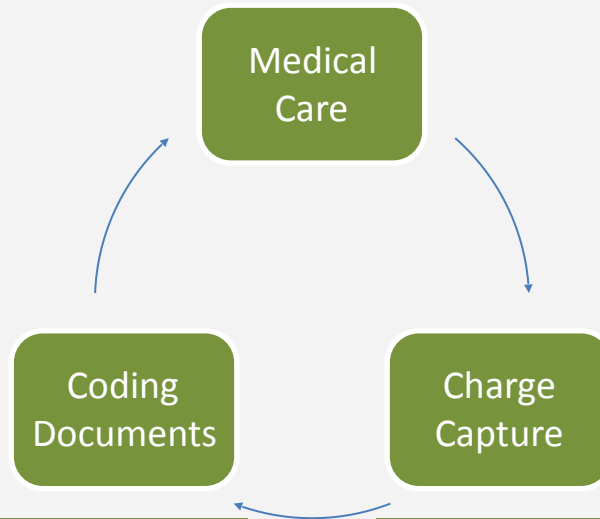
- Pre-Registration
- Medical Eligibility Screening
- Eligibility Determination & Enrollment
- Financial Counseling
- Point of Service Collections
- Liability Subrogation
- Charity Care Process

Risk Factors

- Poor Data Collection Quality
- Lack of Pre-certification
- Minimal Pre-Collection
- Coordination Issues
- Denials Mitigation Inconsistent
- Poor Customer Service



Health Information Services



Process

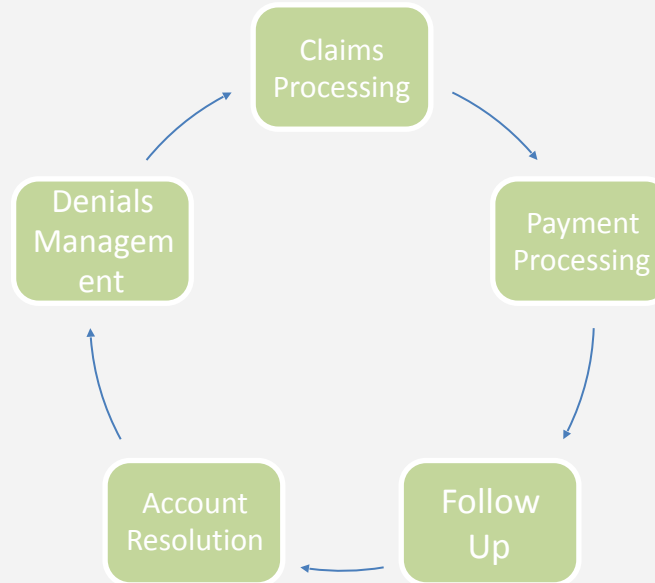
- Charge Description Master
- Utilization Management
- Clinical Documentation
- Charge Capture
- Revenue Reconciliation
- Charge Entry Administration
- Recovery Audit Compliance

Risk Factors

- Clinical Ownership Unclear
- Poor Documentation of Medical Care
- Lack of Monitoring Process
- Ineffective Data Tools
- CDM Updates are not Timely
- Care Exceeds Authorization



Claim Adjudication Services



Process

- HIPPA Compliant Payment Posting
- Effective Claims Scrubbing
- Claims Processing & Payment
- Self Pay Agency Management
- Follow Up Management
- Denials Management

Risk Factors

- High Unbilled Receivables
- Timed-Out Denials
- Excessive A/R levels > 90 days
- Loose Write-Off Protocols
- Excessive Adjustment Transaction
- Excessive Staffing Levels
- Lack of Reconciliations

