



Our services encompass the breadth of Revenue Cycle and related regulatory and compliance projects including:

Complete Revenue Cycle Assessments

RAC Audit Preparation

Denial Management

Billing / Coding Audits

Charge Master Optimization

Observation Status Assessment

Enterprise Risk Management

Physician Practice Benchmarking

Documentation Integrity

Patient Access Process Review

Emergency Room Throughput

Cost/Benefit Analysis

Contract Management Analysis

Patient Access Process Review

Patient access services are critical to the revenue cycle because they have the first and most efficient opportunity to get the correct billing information, avoiding the “garbage in...garbage out” sequence of events that lead to large denial rates and inefficient rework of claims. In addition, collecting amounts due at the time of service can dramatically decrease the level of bad debt that a hospital experiences on its typical back-end accounts receivable processes.

With 18 required fields on a UB-04 pertain to information collected at the time of registration, it becomes imperative to obtain complete and correct information before services are provided to the patient. Our assessments cover the entire patient access process and identify potential process bottlenecks, revenue leakages and compliance risks. Our consultants will provide an estimate of the potential financial impact of resolving identified revenue leakages and compliance risks. The areas reviewed include:

- Pre-registration
- Triage assessment
- Registration
- Scanning and address verification
- Ability-to-pay assessments
- Data quality assurance
- Automated eligibility screening
- Insurance Verification
- Financial counseling
- Pre-authorization
- ABN
- MSP
- Pro-active denials management
- Workflow management
- Cashiers and collection staff