Front

• Focuses on four key areas:
  • Scheduling
  • Patient Access
  • Pre-Auth, Insurance Verification
  • Financial Counseling
Middle

• Focuses on four key areas:
  • Case Management
  • Charge Capture/Clinical Documentation
  • Charge Description Master (CDM)
  • Health Information Management
Focuses on five key areas:

- Billing
- Cashiering, Refunds, Adjustment Posting
- 3rd Party Guarantor F/U
- Customer Service
- Collections
<table>
<thead>
<tr>
<th>KPI</th>
<th>KPI Day or Percentage</th>
<th>Hospital KPI Reported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days from Discharge to Bill</td>
<td>3–5 Days</td>
<td></td>
</tr>
<tr>
<td>Clean Claim Rate</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>Percent of POS Collections to Revenue</td>
<td>5% of Self Pay</td>
<td></td>
</tr>
<tr>
<td>Rebill % of Total Primary Claims Billed</td>
<td>&lt; 5%</td>
<td></td>
</tr>
<tr>
<td>Registration Accuracy Rate</td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>Registration Denials as % of Total Revenue</td>
<td>&lt;3%</td>
<td></td>
</tr>
<tr>
<td>Gross Days in A/R</td>
<td>40–50 Days</td>
<td></td>
</tr>
<tr>
<td>Percent of Net Revenue Collected</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>
Most Commonly Seen Hospital Denials

- Timely Filing
- Authorization
- Eligibility/Registration
- Additional Documentation Request
- Contract Related
- Medical Necessity
Where’s the Low Hanging Fruit?

• Updated, Well-Maintained CDM
• Outpatient Charge Capture – ER, Observation
• Denials Management
Emergency Room Facility Distribution

ER Visit Distribution - Facility
Questions?

Thank you!