



REVENUE CYCLE REDESIGN

Financial performance is a survival issue for today's healthcare providers. Your facility cannot afford to have its revenue cycle, the process that brings in the cash, operating at anything less than peak efficiency. Dixon Hughes PLLC provides a full range of services to help you improve performance in your revenue cycle functions. Many healthcare providers realize that their focus must change from function to process. Additionally, today's healthcare providers are threatened with possible decreases in Medicare and Medicaid rates, chronic staffing shortages and ever-growing numbers of uninsured/underinsured patients, leading to increases in uncompensated care.

Key Problem Indicators

A healthcare facility should consider making changes in its revenue cycle management procedures if it experiences:

- Excessive final billed A/R greater than 90 days
- Excessive dollars/numbers of third-party denials and no measurement tools
- Excessive bad debt write-offs as a percentage of gross revenue

The Revenue Cycle Redesign Process

Our revenue cycle management services involve a redesign process that streamlines business processes, develops communication or information-sharing loops, and eliminates complex manual functions. Understanding that the future success of healthcare is customer satisfaction-driven, a major part of the redesign effort is focused on improving service to revenue cycle customers. To accomplish these goals, we lead you through a series of critical steps:

Step I—Assessment of Current Performance

As we assist an organization in its move toward "process over function," the first and most critical step is the assessment of current performance throughout the revenue cycle:

- Admissions/registration
- Charge capture
- Medical records/coding
- Authorization/insurance processing
- Billing and account follow-up
- Interviewing staff in each revenue cycle function
- Observing work flows and understanding the needs and desires of the customers of the process



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Dixon Hughes'
Additional Services

- *Audit and Tax Services*
- *Medicare/Medicaid Reimbursement*
- *Compliance Review and Consulting*
- *Feasibility and Productivity Studies*
- *Capital Planning Assistance*
- *Health Information Management*
- *Benchmarking*

*The Service You Need—
The Way You Need It.*

As the largest Southeast-based CPA firm, we combine deep industry experience, comprehensive accounting and advisory services and a strong commitment to personal service. Members located throughout the region direct our resources to your best advantage. In short, we can give you the service you need, the way you need it.

Step 2—Process Redesign

Once the process breakdowns are identified, we help you redesign the process around the needs of the patients and the financial needs and requirements of the organization.

Step 3—Update of Policies and Procedures

After redesigning the process, we assist with updating the facility's policies and procedures:

- Job descriptions, detailed daily work flows and performance management tools are developed
- FTE requirements are developed and a redeployment strategy is written
- Information system, space and equipment issues are resolved

Step 4—Procedure Testing

The next step in the process involves testing the procedures, work flows and performance management tools. We will help you:

- Conduct staff skill assessments and finalize staff selections
- Develop an education schedule and curriculum

Step 5—Implementation

During the implementation stage, we assist with:

- Staff training, including competency assessment and retraining when necessary
- Evaluation of readiness for "go-live"
- Implementation and monitoring of all processes and staff
- Obtaining customer feedback
- Maintaining interdepartmental communication loops

Revenue Cycle Management Training

We can provide training in:

- Patient Access Services
- The Revenue Cycle and Your Role
- Collections
- Handling Difficult Patients
- Team Building
- Motor Vehicle Accident Liability
- Choosing an Outsourcing Partner

For more information:

To learn more about our services, visit our web site at www.dixon-hughes.com/healthcare or call us toll-free at 1.877.424.6324.