



# Revenue Cycle Management

## Charge Capture Optimization

<1%

Most organizations fail to capture at least 1% of their chargeable services provided to patients in their health systems.

+5%

Our detailed hands-on approach to charge capture has added up to a 5% increase in annually recurring net revenues.

Most organizations fail to capture at least 1% of their chargeable services provided to patients in their health systems. This represents a significant leakage of net revenues for hospitals across the country. With continuing shrinkage of net margins for hospitals post-COVID19 and the continuing pressures on the overall US economy, it is important that hospitals optimize their capture of charges for billable services to maintain their financial viability both short and long-term.

Our detailed hands-on approach to charge capture has added up to a 5% increase in annually recurring net revenues for our many clients across the country. Our approach has demonstrated significant financial benefits across all of the major billing platforms including MEDITECH and Cerner.

We work interactively with the clinical departments, revenue cycle and revenue integrity to identify areas of revenue leakage due to ineffective charge capture. These areas of revenue leakage can include non-optimized charge master, ineffective linkages between the various charge capture systems, ineffective clinical department charge capture, and non-optimized overall revenue cycle. We also provide monitoring tools and assist with implementation of the identified opportunities.



### ANALYTICS

Perform Assessment of the Charge Master and Related Data

- Analyze charge master for coding accuracy
- Validate linkage between the various charge capture mechanisms such as patient access system linkage to the ancillary department system, charge master and finally the billing system
- Identify potential revenue leakage areas prior to on-site/virtual clinical department interviews/walk-throughs



### CLINICAL DEPARTMENTS AND RELATED ENTITIES DATA VALIDATION

- Perform on-site/virtual interviews with clinical departments, HIM, Revenue Integrity and Revenue Cycle
- Through the walk-through process and interviews with key stakeholders, identify revenue leakage areas in the charge capture process such as inaccurate charge capture system interfaces and ineffective charge capture processes



### POST INTERVIEW DATA ANALYTICS

- Perform various data analyses to validate previous work steps
- Perform claims analysis, when appropriate, to validate charge master issues with various payors
- Develop a list of revisions/additions/deletions to system interface linkages to optimize system performance
- Develop a list of charge master changes by clinical department for review with key stakeholders
- Quantify financial impact of identified charge master changes



### MITIGATION

Change Management:

- Implement action plan with points of accountability
- Review go-forward reporting and analytics
- Identify new trends before they become an issue



[revcycle@medsr.com](mailto:revcycle@medsr.com)  
[www.medsr.com](http://www.medsr.com)