



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare

Revenue Cycle Services

From Assessment to Transformation

With costs soaring and margins shrinking, it's more important than ever for healthcare organizations to rigorously manage both revenue and costs. CFO's and finance executives must drive increased efficiencies from existing processes, staff and technology while increasing the level of care.

Hayes consultants come from the frontlines of health care and provide you with the financial acumen to optimize and transform your revenue cycle, reduce costs, streamline operations, and eliminate waste. Unlike other consulting companies, we stress knowledge transfer – ensuring that your team is able to succeed using your own internal resources once the project engagement ends.

Revenue Cycle Assessment

Our revenue cycle assessment begins with a deep dive evaluation of your revenue cycle. You receive a comprehensive analysis of your processes, data, staff and technology customized to your organization's unique business needs and priorities. Each assessment includes a Performance Improvement Roadmap categorizing our recommendations based on level of impact, effort, and cost.

Revenue Cycle Transformation

We have been transforming revenue cycles for over twenty years and understand that the key to a successful transformation is a comprehensive assessment of the interconnected relationship between your organization's staff, process, and technology. Our proprietary methodology identifies optimization opportunities at every stage of your operation and provides you with actionable strategies to transform your revenue cycle, both short term and long term.

Interim Management

Hayes partners with healthcare organizations to bridge the gap from a vacant position to the hiring of a new, permanent employee. In addition to delivering experienced candidates, we provide tools and insights at the end of each assignment to help set your organization up for future success. To ensure a smooth transition and a successful engagement, our interim managers help conduct interviews of permanent candidates, refine job descriptions, create a

“Our Hayes consultant's understanding of the Revenue Cycle, our billing and remit practices and our application software makes him a valuable resource to our team. He understands our business needs and strives to ensure his team is delivering high quality solutions to meet these needs. The unique combination of business and technical skills make him an excellent facilitator between the IT and the patient financial services department.”

- Celeste Daye, Senior Director of Patient Accounting, Dana Farber Cancer Institute

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go-forward roadmap for the position, and provide an assessment that identifies opportunities for organizational improvement.

Denials Management

Denials can cost healthcare organizations nearly 3% of their net revenue annually. Our experienced consultants work with you to develop a comprehensive program to minimize your denials. Our program focuses on the three key areas of denials management, people, workflows and technology.

- **People** – Ensuring proper training, establishing accountability, creating a team problem solving environment, recognizing improvement and setting consequences for unacceptable outcomes.
- **Workflow** – Conducting a thorough process review to highlight redundancies and time-wasting tasks, quantifying the performance expectation for each task, and eliminating errors that could result in a denial.
- **Technology** - Leveraging the increasingly sophisticated healthcare software to make significant improvements in denials management.

Revenue Cycle Data Analytics

Our consultants analyze a wide variety of data to drive revenue cycle improvements. Focus areas include working with your IT and Operations groups to drive key business initiatives, setting up data governance protocols, conducting audits and user surveys to ensure data is meeting user requirements and instituting processes to enable constant QA of your data.

Revenue Cycle Training

Hayes revenue cycle training program is customized to your organization's needs. We work with you to establish a training program to ensure your team is working cohesively to maximize your revenue cycle. Our program starts by establishing a skills baseline through staff assessments. We then develop a system of training by roles, train each member on operational workflows, and policies and procedures, and develop tools that reinforce the training process.

About Hayes

As a trusted partner to healthcare organizations, Hayes delivers tailored consulting services that improve operations, enhance technology, and develop staff so clients can succeed in an evolving healthcare market.

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