HAYES
MANAGEMENT CONSULTING
Optimizing the business of healthcare

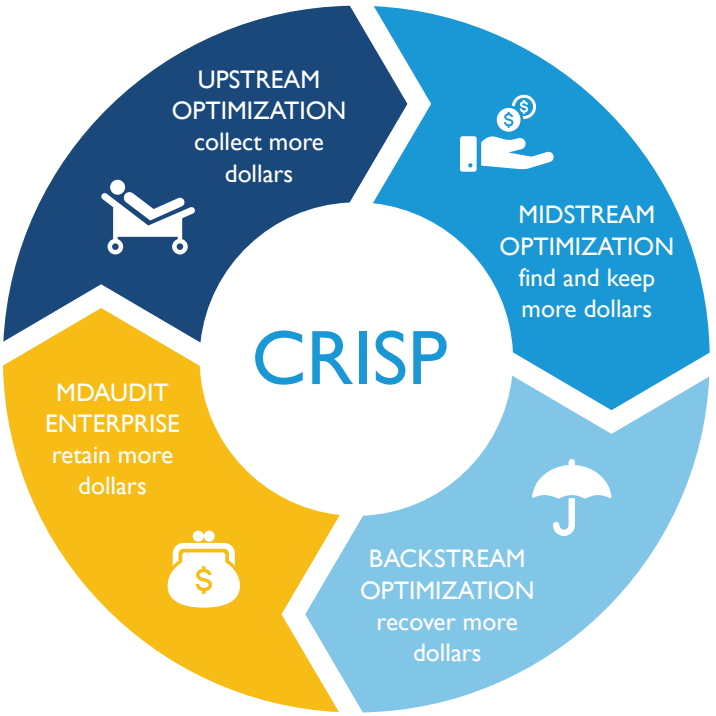
Comprehensive Revenue Integrity Support Program

The need to improve the bottom line while reducing organizational costs has never been greater for healthcare organizations. New reimbursement models, the cost shift to patients, a substantial increase in auditing from a greater number of agencies and continued merger and acquisition activity are competing priorities contributing to this sharpened focus on an organization's overall financial health. All too often, provider organizations find themselves focusing on one aspect of the revenue cycle versus examining and maintaining the revenue integrity of the entire organization.

Hayes' Comprehensive Revenue Integrity Support Program (CRISP) combines the financial acumen of our revenue cycle experts with the industry leading revenue integrity software, MDaudit Enterprise, to offer organizations a revenue integrity program that enhances all streams of revenue. The result? Healthcare organizations are able to find, recover, collect and retain more revenue and improve their bottom line.

CRISP: Comprehensive, flexible, scalable program

CRISP offers a complete program that enables you to review every aspect of your revenue cycle from the time patients report for their appointments, through the complicated process of documentation and coding of each encounter, to submitting bills and collecting revenue. Examining every aspect of your complex revenue cycle to ensure revenue integrity and minimize risk can be daunting. You don't know what you don't know - which can have serious implications for your organization.



Our CRISP leaders are former Vice Presidents of Revenue, CFOs, and Directors - with an average of 18 years of experience at healthcare organizations. This real world experience allows us to combine our operational experience with our financial acumen to ensure your processes and systems are effectively safeguarding the integrity of every component of your revenue stream.

We've made our revenue integrity program flexible so you can choose to leverage all or part of it. We can review your entire revenue cycle – upstream, midstream, backstream – or simply focus on the streams that present your biggest challenge. CRISP can also provide you with interim leadership to fill gaps in your management structure while driving operational improvements.

"In 2015, 88% of hospitals had cost savings strategies in place. Only one in six reported reaching their targets."

MDaudit Enterprise, our industry-leading revenue integrity software is another key component of CRISP. Our cloud based software allows you to continuously monitor risk, detect anomalies and minimize coding and documentation errors – so you can retain more of your revenue.

CRISP uses a multi-pronged approach with the ultimate goal of optimizing your processes and systems to improve your financial health and ensure your revenue integrity throughout your organization.

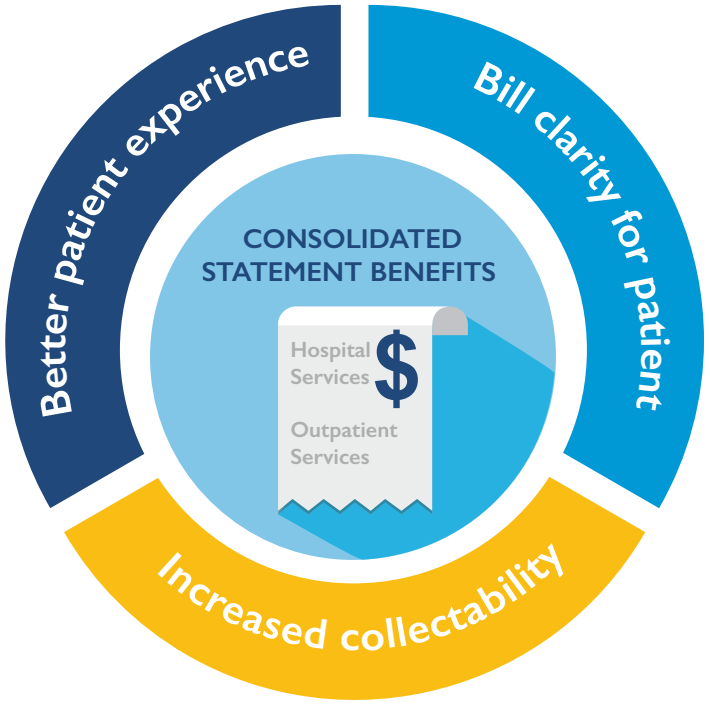
Encompassing the total revenue cycle

CRISP is built on industry-leading revenue cycle optimization tools and provides revenue integrity services for every stream of the revenue cycle. From upstream to midstream to backstream, our clients see on average a 25% improvement in cost reduction, revenue generation and operational efficiency.

UPSTREAM - Patient Engagement Services

Our CRISP consultants will assess the front office processes, policies, workflows and systems and recommend appropriate optimization strategies. We help you establish appropriate front end workflows and best practices critical to ensuring an efficient, streamlined revenue cycle.

As experts in multiple systems – both practice management and electronic medical record - we can help you find and leverage the key tools in whichever systems you are using.



Focus areas of our Upstream services:

- Patient pay optimization
- Effective patient bill estimation process
- Efficient propensity to pay program (P2P)
- Benefits/coverage verification
- Patient liability determination
- Comprehensive upfront collection
- Appropriate financial counseling
- User-friendly patient portal/online payment tools

Key Benefits

- Increased collections at point of service
- Improved patient understanding and accountability
- Decreased bad debt
- Improved registration accuracy
- Improved patient satisfaction

Midstream - Revenue Recognition

The front and back end of the revenue cycle often receive the most attention when it comes to the revenue cycle. However, it is in the mid-stream – the process that begins with clinician documentation and ends with payer acceptance of the claim – where significant opportunity for improvement exists.

Accuracy is key in the midstream where even a one percent error rate can cost an organization millions of dollars. CRISP leverages the financial expertise of our revenue cycle experts who start with an assessment of current workflows, processes and technology and then provide a roadmap where you can optimize your revenue cycle. We help with valuable midstream initiatives such as Clinical Documentation Improvement (CDI) programs and support Computer Assisted Coding (CAC) solutions which ensure appropriate reimbursement.

You can also leverage the power of MDaudit Enterprise to get into the crucial coding and documentation process to uncover anomalies and detect trends that are key to enhancing revenue integrity. MDaudit Enterprise's customizable dashboards and reports enable you to drill down into valuable data to study existing issues or prevent potential ones from occurring. You can choose from a library of pre-built reports or create ad hoc reports to communicate with various audiences including senior leadership, clinicians and compliance peers.

Focus areas of our Midstream service include:

- Revenue optimization
- Charging - including CDM and pricing
- Reconciliation - including missing/unbilled charges
- Coding assessment
- Prospective auditing
- DI program management

Key Benefits

- Increased collections at point of service
- Improved patient understanding and accountability
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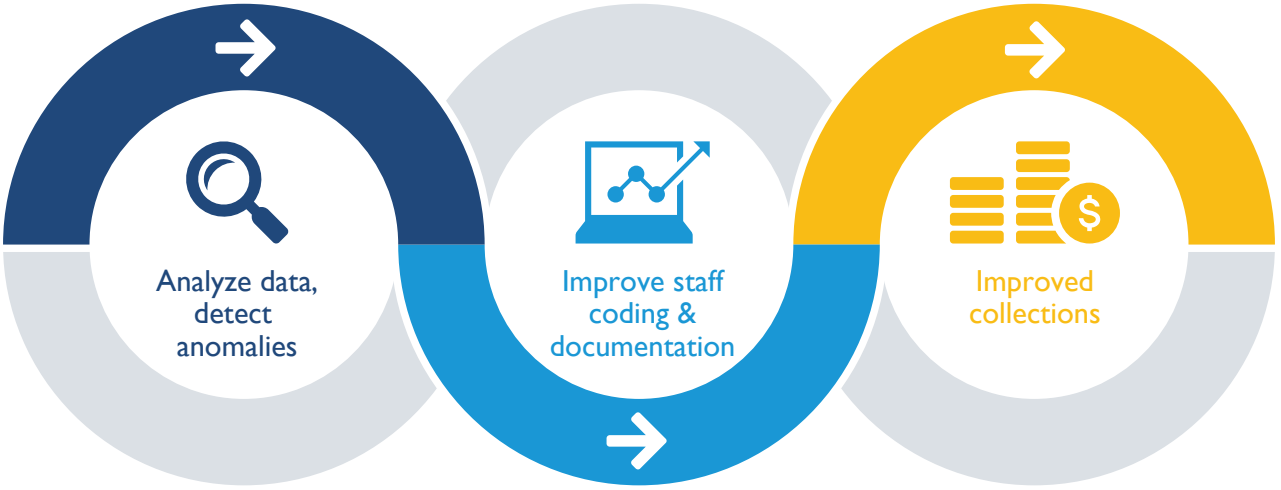
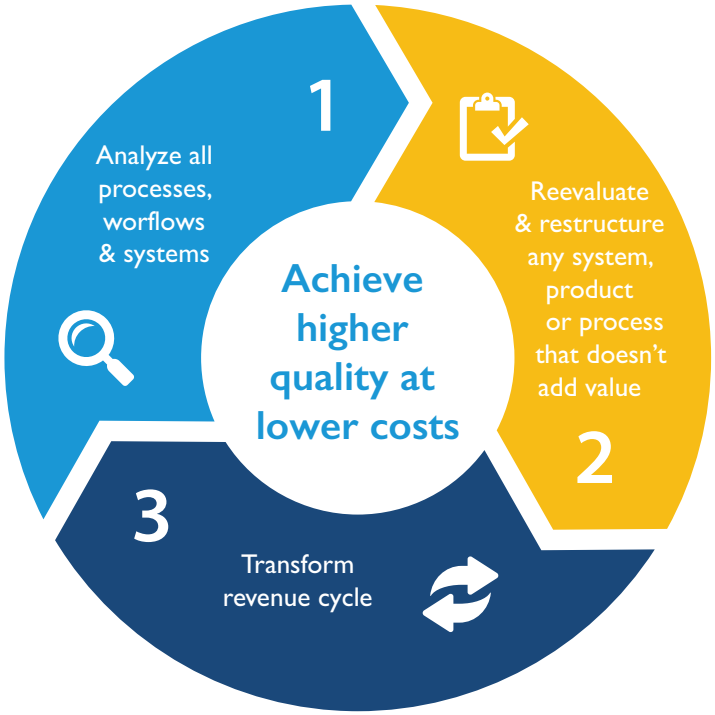


Backstream - Billing and Collections

Ensuring smooth and efficient business office operations is critical to ensuring revenue integrity. CRISP consultants will help optimize business office processes and workflows to ensure claims are processed properly and revenue is collected promptly.

A key component of the backstream is denials management. We will work with you to evaluate the people, processes and technology to ensure a comprehensive program to minimize your denials. The program involves staff training, workflow review to highlight redundancies and potential errors that could result in denials.

MDaudit Enterprise provides quick access to your source transaction data that allows you to initiate a data-driven, goal centric denials management program. An automated audit workflow and analytics program using MDaudit Enterprise enables you to overcome the disconnect between denial creation and root cause resolution. It allows you to move from simply fixing transaction errors to instituting long term process corrective action.



Focus areas of our Backstream service includes:

- Business Office optimization
- Claim editing and scrubbing
- Denials/rejections management including prevention and remediation
- Write-offs and fatal/technical denials
- Underpayments/contract management
- Patient self-pay/after insurance collection

Key Benefits

- Improved revenue recovery from payers
- Optimized cash flow, collections and receivables
- Identification of root causes for targeted corrective action
- Implementation of revenue cycle best practices
- Improved clean claim rate

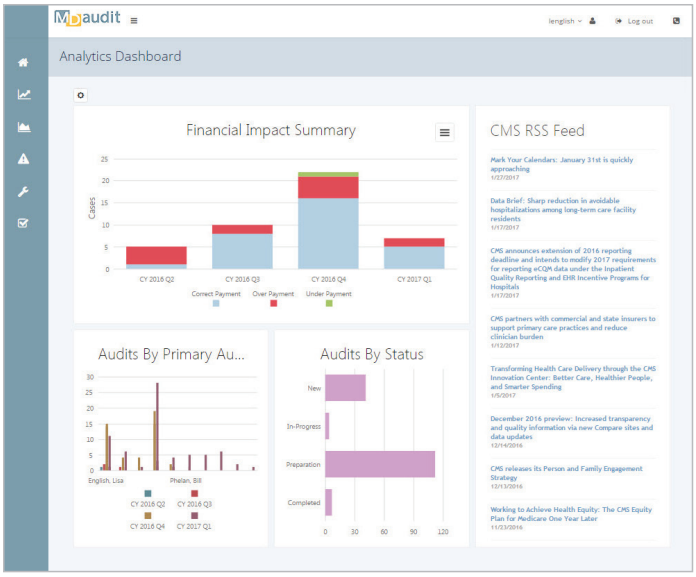
MDaudit Enterprise – The Industry Leading Revenue Integrity Software

MDaudit Enterprise is the industry's premier automated revenue integrity software solution. Our closed-loop, cloud-based platform supports the revenue cycle's midstream and backstream by identifying areas of risk and preventing revenue loss. Through continuous monitoring you can drive ongoing performance improvement of billing, coding, and collection behavior.

MDaudit Enterprise enables anomaly detection and minimizes documentation and coding errors, allowing you to retain more of your revenue – which is why one in eight providers in the U. S. are audited using MDaudit.

Our industry leading software solution allows you to mine your organization's billing and remit data to identify compliance and revenue risks. Our analyzer provides key metrics focused on current risk areas, and allows you to monitor provider billing patterns and benchmark against peers. This in turn helps you uncover threats to your revenue integrity and develop corrective action plans.

By gaining true insight into compliance and risk, you are better able to focus your effort on root cause analysis that gets to the heart of the issue. You can then "treat the disease, instead of the symptoms" to correct and eliminate the underlying problems permanently.



MDaudit Enterprise allows you to track financial impact and audits by status.

MDaudit Enterprise Key Benefits

- Supports root cause analysis with actionable reports to fix underlying causes of error resulting in fewer false positives and improved corrective action
- Provides continuous monitoring of risk areas to uncover risk issues
- Benchmarks performance against peer organizations to enable continuous improvement
- Detects potential costly anomalies for corrective action
- Improves productivity and optimizes limited resources through workflow automation

Complete revenue integrity solution with proven ROI

CRISP provides a comprehensive analysis and optimization recommendations for the entire revenue cycle from the patient encounter to the billing office to the payer through to ensuring compliance. Hayes revenue cycle experts have broad expertise in many systems, allowing us to translate and measure workflows and processes more effectively. The combination of financial expertise and leading revenue integrity software ensures improved financial health for your organization.

CRISP has a demonstrated history of proven return on investment. By analyzing and optimizing the entire revenue cycle – billing office, patients, payers, providers – Hayes has helped organization realize actual bottom line improvements from 20 to 40%, saving them millions of dollars. We concentrate on developing substantive root cause fixes, not isolated corrective actions. By focusing on all three streams of the revenue cycle we can recommend integrated improvements that work together to streamline the entire process.

Maintaining your revenue integrity is crucial. CRISP focuses on all streams of revenue to help you reach that goal. You can leverage the entire CRISP offering or select the components that best fit the needs of your organization. The program has been designed with optimum flexibility to ensure you receive the support you need when you need it.

Hayes Management Consulting

Hayes Management Consulting is a leading, national healthcare technology enabled solutions firm that partners with healthcare organizations to improve revenue, mitigate risk and reduce operating costs to drive success in an evolving healthcare landscape. MDaudit Enterprise is the industry leading compliance software that provides workflow automation, continuous monitoring and anomaly detection in a single, integrated cloud-based platform.

To learn how Hayes Management Consulting can help support your initiatives, call 617-559-0404 or requestconsultant@hayesmanagement.com.

www.hayesmanagement.com
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