



Client challenged with managing bill audit and third-party charge denials reinstates revenue integrity partnership.

CLIENT STATS:

Nationwide health system
20,952 beds
Partner since 2000

CHALLENGES:

Rising AR, ER charging problems, and revenue erosion due to increasing third-party charge audits motivated a previous partner to re-engage our management of their revenue integrity processes.

CONTRIBUTING FACTORS:

- Billing staff lacked the knowledge to address clinical issues associated with charges
- Clinical staff unable to review charges in a timely manner
- Systematic charging problems

IMPACT:

- Significant increase in denials
- Increase in patient complaints
- Staff frustration with inability to complete growing backlog of audits
- Payer dissatisfaction with slow response to audit requests

SOLUTION:

- Revenue Integrity Audit

APPROACH:

- Deployed an onsite manager to closely monitor progress and performance
- Instituted an improved workflow and referral process

VALUE:

- Improved coding and billing compliance
- Identified system failure in processing ER E&M charges
- Clinical and billing staff able to refocus efforts on other critical tasks
- Significant decrease in patient complaints

▼ 40%

in outstanding third-party charge audits in last 4 months

\$12M

charges appealed

\$2.7M

in missing ER E&M charges identified in first two months.

