

Net Revenue Matters



Special Edition



Welcome to a special edition of *Net Revenue Matters*, a publication of *Integrated Revenue Management, Inc. (IRM)*.

In this special edition, *President and CEO Kathleen Craig* takes a moment to highlight the supporting solutions and services offered by IRM.

For more information, please contact your IRM management team or Kathleen directly at 760 448-1010.

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A Letter from IRM's President and CEO

It is hard to believe that we are halfway through 2011, and we sincerely hope that the extended families of IRM clients have weathered the challenges this year has brought to our nation.

We have been working diligently here at IRM to create supporting solutions and services that position *you* to weather the challenges of healthcare reimbursement in the 21st century. We know that the impending changes with ICD-10, Accountable Care Organizations, Meaningful Use requirements, the unknowns of this administration's healthcare reform initiatives, and an overall sense of having to do so much more with so much less is overwhelming and exhausting. We take our role very seriously in offering you fundamental and solid business practices that withstand the test of time – and take some of the pressure off entering the world of the unknown.

To that end, we want to highlight our supporting solutions and

services in this special edition to remind you that we are a phone call away - and are always available to assist you as you navigate the path to realize the full value of each economic transaction:

Our Offerings:

Hospital Business Performance Management - HBPM™

HBPM™ is a SaaS solution that provides actionable recommendations based on key performance indicators: data -- to -- information -- to --action. (A side note: combining your RMD™ data with HBPM™ results provides exponentially powerful analyses and recommendations for setting corporate reimbursement priorities!)

ICD-10 Coding Readiness Assessment and Education Roadmap

ICD-10 is the anticipated clinical modification of the World

Health Organization's International Classification of Diseases, 10th Revision. ICD-10 far exceeds its predecessors in the number of concepts and codes provided. The disease classification has been expanded to include health-related conditions and to provide greater specificity.

We know that the challenges of ICD-10 are causing a great deal of anxiety for hospital executives. What do you need to do to prepare? What training does your staff require? How much time do you need before October 2013 to successfully address all aspects of this ICD code set conversion? The overriding answer is - you need to start now!

IRM is ready to support you with the full spectrum of assessing, training, and educating your physicians and coding professionals to ensure they are ready for October 2013.

Clinical Documentation Improvement Education Program

Clinical Documentation Improvement (CDI) Education Program is designed to provide best-in-class CDI targets for revenue retention and improvement, in alignment with coding and documentation accuracy. Through interactive training, the CDI Education Program offers a customized learning experience to address the challenges that your coders and clinicians are facing in today's stringent health information environment. Five key performance areas are reviewed, with specific attention placed on understanding the nuances of clinical documentation, coding guidelines, and, ultimately, ensuring a compliant medical record that supports accurate reimbursement.

Clinical Documentation Improvement Solutions - CDIComply™

CDIComply™ provides a central data repository to track and trend CDI findings. This allows for the identification, quantification, and management of performance improvement initiatives to reduce and eliminate deficiencies. This system provides immedi-

ate knowledge transfer and real-time application of newly acquired CDI skill sets, and provides maximum retention of educational concepts. The ability to quantify risk reduction and revenue improvement can make the difference between success and failure in the ever-changing challenges of clinical documentation and coding guidelines.

Revenue Review Solutions - RevComply™

RevComply™ is a review of closed-balance accounts for our hospital clients. Most hospitals operate within a 1% - 2% error rate for underpaid claims; however, 1% - 2% error on annual gross charges can become significant leakage. Therefore, through our audit system, IRM's experts can help find and collect additional amounts for your facility. IRM's internal team adds a layer of quality payment review for all closed-balance claims with discharge dates within the past year. IRM runs the accounts through a series of queries to compare the actual reimbursement to the expected contractual allowable, which identifies potentially underpaid cases. Once variances are found, the IRM team conducts the following research, review, and assessment of each variance claim.

EliteCode™

EliteCode™ is a flexible and cost-effective solution to assist hospitals and physicians with coding backlogs. Our highly-skilled, certified coding professionals specialize in coding services for all specialties and complexities. Our remote and rapid turnaround ensures timely coding, which improves your accounts receivable (AR) and cash flow.

Revenue Management RAC Tracking - RACoverly Toolkit™

All hospitals must implement a process to manage the RAC audits, from tracking medical record requests to making appeals, as well as identifying areas for process improvement. IRM can assist your hospital with this daunting task with the RACoverly Toolkit™.

Performance-Based Metric System - PBMS

Performance-Based Metric System (PBMS) is an integrated staff performance evaluation and staff development program designed to promote achievement and decrease employee turnover. Our PBMS can improve cash flow by 5% - 10% (or more) by holding employees to production and quality standards, reduce rework by 10% - 25% (or more) by requiring employees to achieve and maintain knowledge-based proficiency levels, create rewards for stellar achievers, and systematically and equitably promote self-directed employees.

Online Education

Revenue Management Education (RME) was established in 2003 as Revenue Management University (RMU). In the first five years alone, the product had spanned more than 50,000 hours of course development.

Currently, the programs are a comprehensive, multi-course series that provides an educational hub for critical staffs. Each program features full collateral documentation and a skill-based competency measurement process. Ongoing contact with the RME faculty is always available for a minimum of 30 days after every program. RME's premier series provides a comprehensive process of supporting the educational needs of your employees from their first day on the job to retirement. Using a customized education approach, the series can provide you with the optimal workforce to tackle complex healthcare environment challenges and changes.



***Integrated
Revenue
Management***

Revenue Management Consulting - RMConsult™

The senior leadership of IRM will, from time to time, take on specialized, high-level business consulting projects at the request of clients. Jack Duffy, Bruce Short, and Kathleen Craig have over 100 combined years of healthcare experience and bring to these projects new ways to address classical business problems. They have the additional resources of the entire company to help meet the deliverables of these specialized projects.

Revenue Management Department - RMD™

The creation of a discrete, internal Revenue Management Department (RMD) provides the infrastructure necessary to capture revenue at the point of service, produce an accurate bill, and collect expected payments. IRM provides a multi-year focus on the development of the department, which is chartered to protect and secure all appropriate net income.

A final thought...

We thank you for your continuing loyalty as an IRM client and partner. We look forward to discussing these services and solutions with you – and further strengthening the financial foundation of your facility. Feel free to contact your IRM management team or me directly at 760 448-1010.

Kathleen Craig
President and CEO

Net Revenue Matters is a publication of Integrated Revenue Management, Inc. (IRM), and is offered as an informational service. Due to the nature of this publication, examples cited and advice given must often be general in nature and may not apply to a particular facility or situation. Thus, IRM does not warrant or guarantee the information contained will be applicable or appropriate in all situations. Each facility will have to evaluate its specific opportunities and take such action as to best meet its business needs. To find out more about a given subject or for information tailored to your specific circumstances, contact an IRM professional.

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