



Revenue Management University

A Division of Integrated Revenue Management

Performance-Driven Education

What our clients are saying ...

"Just wanted to thank you, I learned so much from the [IR coding] seminar. I was confused before, and now I have the tools to figure it out ... and code it correctly!! I've been to a few IR seminars presented by physicians, and I didn't get it, until yours. Thank you!"

Class Evaluation Feedback
Banner Estrella Medical Center
Phoenix, Arizona

"I really learned a lot about a 'fuzzy' area in coding. The diagrams and slick color-coded cards were excellent. Thanks a lot!"

Class Evaluation Feedback
Archbold Medical Center
Thomasville, Georgia

"Cedars-Sinai Health System and Integrated Revenue Management, Inc., have had a long-standing relationship. We have been partners with Integrated Revenue Management, Inc., for the past 5 years. The PRMPT program was introduced to us about 2 years ago. We have had over 300 staff members participate in the PRMPT program, which includes areas such as the Business Office and Patient Financial Services.

I have found that the program gives our staff the educational tools needed for the overall success of the facility. The course has been and continues to be very valuable in clarifying underlying principles of the patient billing process. The instructors and staff are very personable, knowledgeable, friendly, and open to discussion and questions. Furthermore, the training manuals are invaluable. I would recommend the PRMPT program for any facility, as it provides the fundamental knowledge of all of the aspects of the patient registration process.

In our estimation the PRMPT educational experience has improved net revenue processing at the front end by as much as 10%. Based on our experience, any facility would be very pleased with the PRMPT program and the success and knowledge it provides."

Donell Cohen, MPH
Senior Financial Management Analyst
Patient Financial Services
Cedars-Sinai Medical Center

"Excellent class. Highly recommend class for employees that need to work with billing, insurances, and in revenue cycle as a whole. Excellent instructors, very knowledgeable with the subject at hand. Very enthusiastic and encouraging, and they know how to steer the whole curriculum. Overall: EXCELLENT!"

Class Evaluation Feedback
Cedars-Sinai Medical Center
Los Angeles, California

Revenue Management University (RMU)

Revenue Management University (RMU), a division of Integrated Revenue Management, announces the *first full-spectrum education institution* that provides healthcare executives, health information, and financial professionals a comprehensive option to meet the complex training requirements inherent in today's changing healthcare industry.

Historically, training budgets in healthcare have seldom been funded at the required level to maintain professional competency. When budget constraints become extreme, training and education are typically postponed to future years. The results of this pattern of funding are key department staff whose development was arrested when they joined the organization and who now represent a significant compliance/economic risk.

RMU is the product of over five years of planning, spanning 50,000 hours of course development. The programs range in scope from the comprehensive, multi-course Career Builder series that provides an educational hub for critical staffs, such as certified health information coders, to audio conferences and two-day seminars focused on today's hottest topics. Each program features full collateral documentation and a skill-based competency measurement process. Ongoing contact with the RMU faculty is available for a minimum of 30 days after every program.

RMU offers a unique, prepaid option to allow senior management to establish spending authority in advance while allowing the department to optimize the use of resources based on the varying challenges present in the healthcare industry.

RMU's premier product is the Career Builder series. This series provides a comprehensive process to support the educational needs of your employees from their first day on the job to retirement. Using a customized training approach that includes classroom seminars, interactive workshops, and one-on-one instruction, the Career Builder series can provide you with the optimal workforce to meet the complex healthcare environment challenges and changes.



The Coding Group (TCG)

TCG is dedicated to enhancing clinical and coding knowledge for physicians and coders by providing the most comprehensive training and professional guides available.

Training and Professional Guides

TCG's training and professional guides are designed to provide the tools and skill sets required by today's complex healthcare industry.

Medical terminology, anatomy and physiology, disease process information and descriptions of commonly performed surgical procedures are combined with coding conventions and guidelines to offer the most comprehensive training and materials available. For example:

- ▲ Our CPT coding training includes a 900+ page proprietary manual that doubles as a reference aid when back on the job. This training can be customized to meet specific organizational needs.
- ▲ Our ICD-9-CM coding training programs and extensive professional guides are designed to fill the coder education gap in preparation for ICD-10 as well as to provide solid ICD-9-CM updates.

Seminars

TCG offers numerous two and three day regional seminars on topics such as vascular interventional radiology, commonly viewed as one of the most difficult areas of medicine to code.

Audio and Web Conferences

Today's hottest topics are discussed in one and two hour audio and web conferences. These in-depth discussions offer hospitals the ability to keep up-to-date on current issues in quick, easy to attend sessions.

Professional Revenue Management Program Training (PRMPT)

PRMPT is a comprehensive education program for Patient Access/Registration and Patient Financial Services healthcare executives and professionals. Focus areas include financial impact, technical skills, and professional development.

PRMPT provides the tools and skills to improve your process efficiency and bottom line. Additional features of this program include established competency and compliance standards, process improvement initiatives, and self-paced advancement and individual leadership growth.

The main focus of PRMPT education programs is to create high-functioning organizations by:

- ▲ Enhancing communication
- ▲ Improving customer services
- ▲ Improving employee satisfaction and retention
- ▲ Improving revenue capture processes and procedures
- ▲ Training/cross-training within departments
- ▲ Decreasing rework and backlogs
- ▲ Improving guidelines and measurements for performance assessments
- ▲ Implementing organizational development plans
- ▲ Improving knowledge sharing between departments

Leadership for Management Training

Today organizations need accountable leaders whose behaviors and actions combine to positively impact employees, customers, and the hospital's bottom line. It is vital that leaders and managers embrace the full scope of their responsibilities for impacting business results.

The demands of leadership are increasing and more complex than ever before. Organizations are seeking ways to develop leaders with not only technical competence, but with leadership and management competence as well. RMU's Leadership for Management training promotes a learning environment that enables managers to focus and clarify how they can ensure accountability while building and maintaining effective human relationships.

RMU's array of Leadership for Management training programs focus on application-oriented learning experiences that address the entire role of the manager. To help new and experienced managers meet all of today's management challenges, these workshops provide a set of tools that focus on the following:

- ▲ Increasing resourcefulness and initiative
- ▲ Defining the contribution managers want to make in their specific management role
- ▲ Managing performance through a balance of accountability and trust
- ▲ Giving and receiving constructive feedback
- ▲ Improving team decision making by embracing - even encouraging - diverse viewpoints!

Process Improvement: Seven Management and Training Tools

Process Improvement (PI) is a business strategy that produces measurable results by focusing on opportunities within an organization to improve, simplify, and integrate work processes and procedures. Every function within an organization is accomplished utilizing processes – sequences of operations that turn supplies, labor, and information into outputs or services.

It has been demonstrated in numerous organizations that processes developed synergistically are better crafted and more comprehensive than those created by one individual. As teams develop processes together and utilize the tools presented, they find value in making processes visible and in increasing the understanding of both the process and the thinking behind it. In addition, developing processes that incorporate team members' input generate greater team buy-in and support.

When used individually, the Seven Management and Training Tools provide an organized way of thinking and making decisions. When used in combination with each other, these tools provide a powerful answer to how teams can respond effectively to issues that have the potential for creating confusion and chaos.

Give your team the basis to solve problems through effective critical thinking skills, and implement effective solutions with greater success!

Charge Audit

Revenue success depends on accurate and timely charge capture for services rendered in the healthcare setting. Failure in the charge capture process jeopardizes facility revenues, retards cash flow, and risks noncompliance and community dissatisfaction.

Charge capture is based on clinical documentation, charge assignment, and reconciliation of charges for services provided in patient care. Charge auditors play an instrumental role in evaluating accurate charges, identifying systemic fractures, and implementing process improvement initiatives to prevent further cash flow retardation and rework.

The Charge Audit training provides the knowledge and skills needed to perform a financial and clinical charge audit, identify deficiencies in the charge capture process, and produce a “clean claim” upon original claim submission.

The “Six Steps of Auditing” presented during the course are focused on appropriate charge capture based on clinical and departmental documentation and provide the knowledge to identify systemic fractures while ensuring compliance with regulations and a healthier bottom line.



Charge Description Master

Maintaining an accurate and compliant Charge Description Master (CDM), commonly referred to as Charge Master, can be difficult, costly, and time-consuming. For facilities to receive appropriate reimbursement, they need to continuously monitor and update charging practices, HCPCS Level I and Level II codes, revenue codes, and pricing for supplies and services provided. What complicates the maintenance of the CDM are the continuous amendments of government regulations, which can put the facility at further risk of being noncompliant and inaccurate.

RMU offers CDM training to cover the key areas that hospitals need to know for accurate CDM development and maintenance. Critical topics include:

- ▲ How to build a CDM line item
- ▲ Practical strategies for pricing
- ▲ How to create an audit trail
- ▲ Mapping and bill presentation strategies

In addition to excellent general strategies for CDM development and maintenance, attendees are taught specific and specialized service areas to be addressed. Also included is the CDM manual, which is provided to every attendee. Hospital services that are addressed include, but are not limited to, Emergency Department, Pain Management, Pharmacy, and Radiology.

Our Mission

Revenue Management University, a division of Integrated Revenue Management, is dedicated to making a positive impact on the financial self-sufficiency of its clients through education, leadership, and collaborative relationships.

We provide the tools, training, and processes necessary to advance our clients toward a core competency model of integrated revenue management. Success is measured by alignment with our clients' strategic plans and financial statements.

We promote service, optimism, unity, and leadership in our employees. We celebrate our company's achievements and recognize that our employees are the most critical asset to the success of our organization.

Contact us for your training needs!

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