

\$1,000,000 Revenue Tip of the Month and IRM News

Presented by Integrated Revenue Management, Inc.

Focus

Registered accounts with no charges applied to the account.

Departmental Areas of Focus

Identify and capture missed charges. Track, trend and report revenue improvements.

Financial Impact

\$203,960

The RMD Discovery Process

- Request a report for the last 12 months of all registered accounts with a zero balance (no charges applied to the account)
- Identify the root cause for no charges. (Is it caused by pre-registration accounts that are registered again when the patient arrives?)
- Start the review with service areas that have higher charges (i.e. CT scans)
- Review those physicians that schedule but don't complete test
- Compare area's scheduling sheets to see if services are performed but not charged.
- Analyze and determine potential solutions

Corrective Action Taken

- Rebilled all accounts with no charges
- Initiated process of running report weekly of all registered accounts with a zero balance.

Awareness and Process Impact

Ensure controls are in place to confirm all charges are captured and applied to the correct account.

Application to Other Facilities

Monitor accounts registered with zero charges for system or process errors.

Please let us know if you found this tip useful. Visit our website at www.IRMonline.com to view additional tips available in our growing library!

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