RCM data visibility

Eyecare provider

Implemented a robust RCM reporting framework on Power BI to provide visibility into RCM and facilitate informed decision-making to seal revenue leakages, optimize write-offs, and streamline AR

Eyecare provider company needs RCM data visibility

Picture this…

You're looking for a robust RCM reporting framework that provides visibility into the entire revenue cycle and facilitates informed decision-making to seal revenue leakages, optimize write-offs, and streamline AR—ultimately fortifying the client's financial health.

You turn to Accordion.

We partner with your team to implement a robust RCM reporting framework on Power BI to provide visibility into RCM and facilitate informed decision-making to seal revenue leakages, optimize write-offs, and streamline AR, including:

1) Assessing the existing data tables, created an exhaustive RCM metrics matrix, identified the data gaps, and finalized the definitions and calculations

2) Standardizing the key attribute mappings – Insurance plans, Payer groups, Financial class, CARC adjustment codes, etc. to ensure consistency and accuracy

3) Consolidating all the RCM-related data, including charges, payments, AR and denials, into a unified semantic model which acts a single source of truth

4) Developing tailored self-serve automated dashboards for Optometry and Ophthalmology departments on Power BI to monitor RCM processes and key metrics such as Net Collection Rate, Bad Debt, AR, Initial Denials and Final Denials, with the ability to delve into reasons for denials and revenue leakages

5) Building a deep dive view to analyze Accounts Receivable (AR) trends to identify areas to focus the efforts and formulate enhanced collection strategies

Your value is enhanced.

You have the robust RCM reporting suite significantly improved visibility into the client's RCM operations and facilitated efficient decision-making, resulting in a reduction in initial denials from ~6.6% to ~5.7% and a reduction in final denial write-offs from ~1.6% to ~0.8%, yielding an annual savings of around $23 million. You have also enhanced management of Accounts Receivable, with the percentage of AR over 90 days dropping from ~27% to ~17%, which translates to a monthly reduction of $22 million in AR > 90 days

KEY RESULT

- ~6.6% to ~5.7% of reduced initial denials
- ~1.6% to ~0.8% reduction in final denial write-offs
- $23 million of annual savings

VALUE LEVERS PULLED

- Pricing analysis
- Customer behavior analysis
- Customer life-time value

RCM data visibility for an eyecare provider network

Situation

- Client was encountering revenue leakages due to increasing denial write-offs and its cash flow was impacted by the increasing AR and bad debt. The lack of a unified RCM reporting hindered its ability to effectively address these issues
- Partnered with the client to implement a robust RCM reporting framework that provides visibility into the entire revenue cycle and facilitates informed decision-making to seal revenue leakages, optimize write-offs, and streamline AR—ultimately fortifying the client's financial health
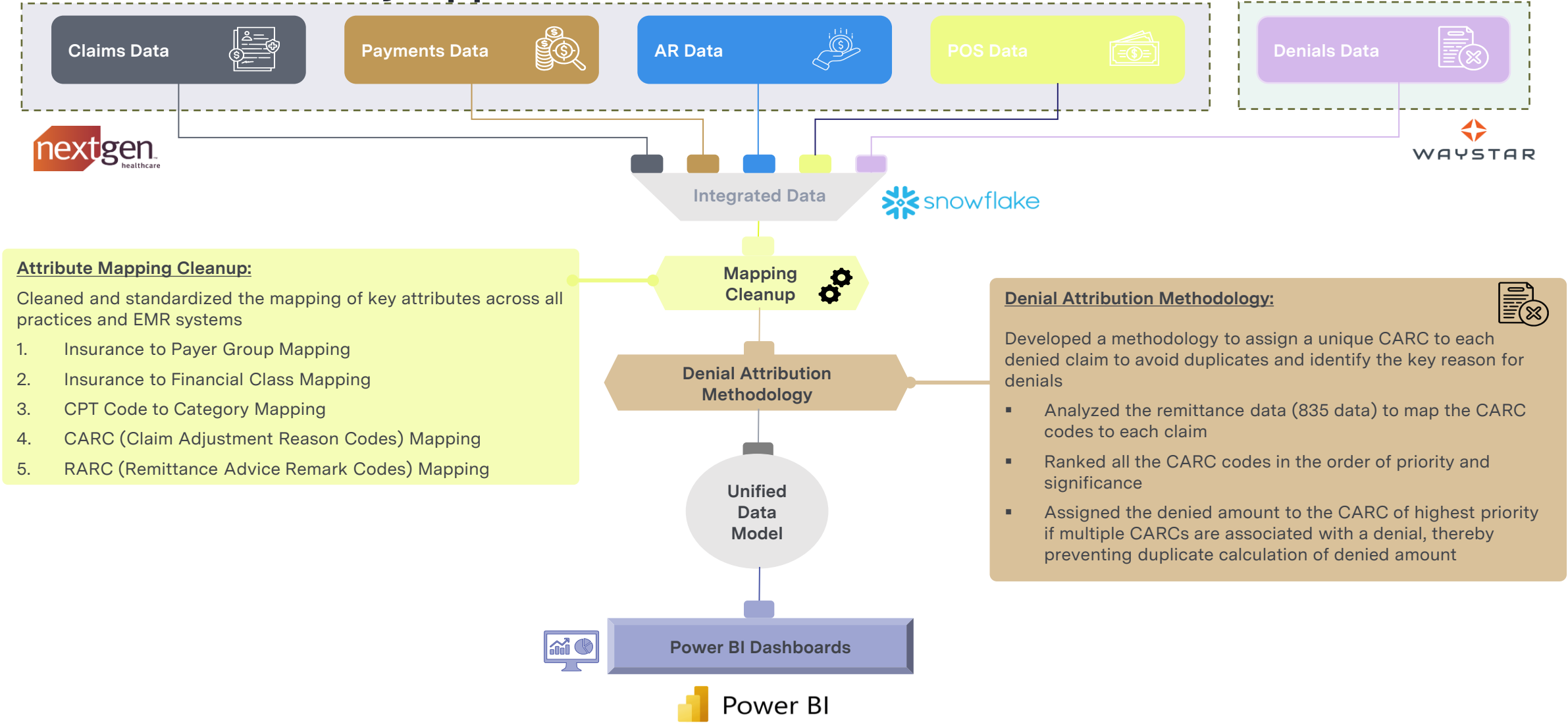
Accordion Value Add

- Assessed the existing data tables, created an exhaustive RCM metrics matrix, identified the data gaps, and finalized the definitions and calculations
- Standardized the key attribute mappings – Insurance plans, Payer groups, Financial class, CARC adjustment codes, etc. to ensure consistency and accuracy
- Consolidated all the RCM-related data, including charges, payments, AR and denials, into a unified semantic model which acts a single source of truth
- Developed tailored self-serve automated dashboards for Optometry and Ophthalmology departments on Power BI to monitor RCM processes and key metrics such as Net Collection Rate, Bad Debt, AR, Initial Denials and Final Denials, with the ability to delve into reasons for denials and revenue leakages
- Built a deep dive view to analyze Accounts Receivable (AR) trends to identify areas to focus the efforts and formulate enhanced collection strategies
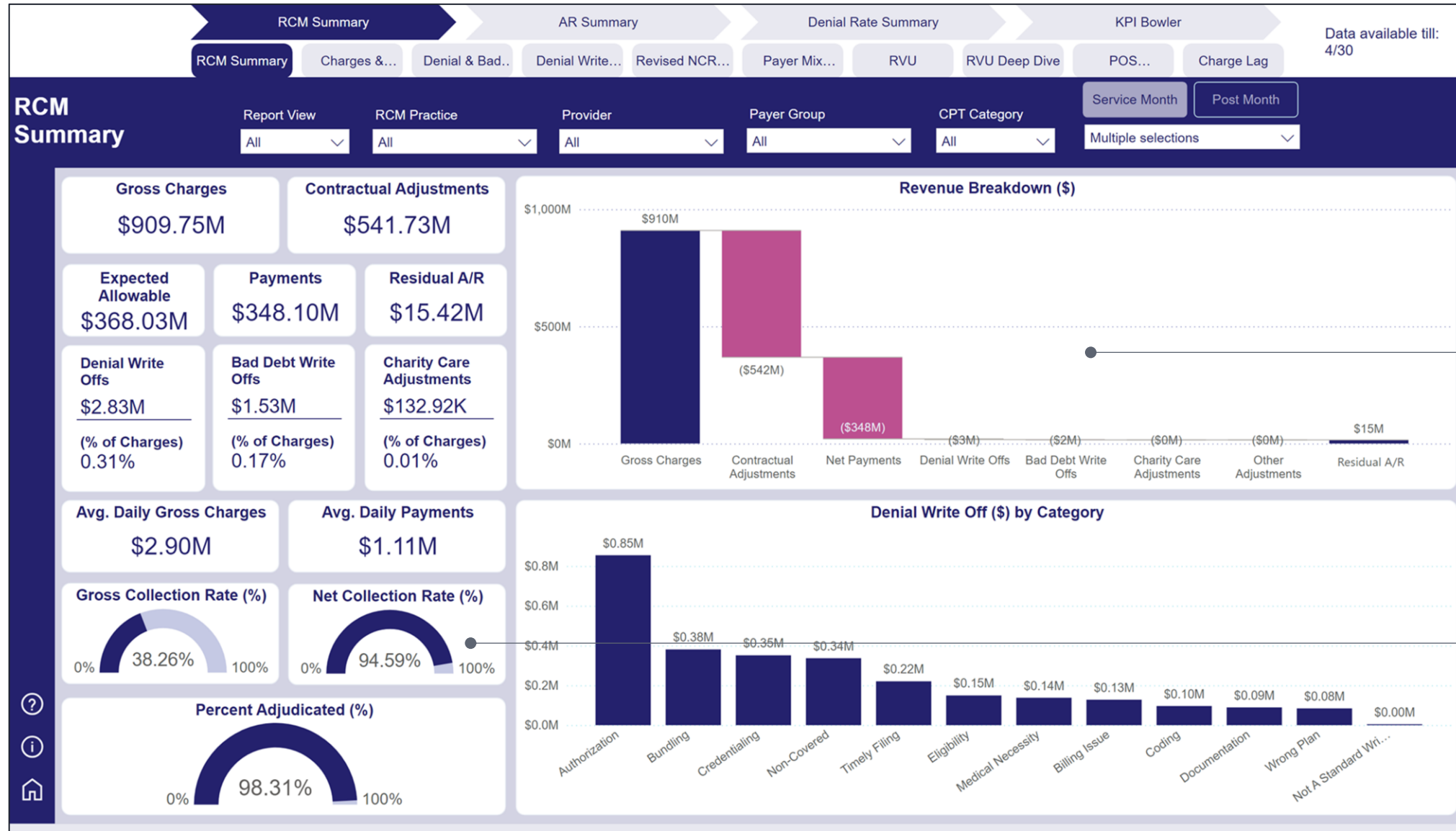
Impact

- The robust RCM reporting suite significantly improved visibility into the client's RCM operations and facilitated efficient decision-making, resulting in –
- A reduction in initial denials from ~6.6% to ~5.7% and a reduction in final denial write-offs from ~1.6% to ~0.8%, yielding an annual savings of around $23 million
- Enhanced management of Accounts Receivable, with the percentage of AR over 90 days dropping from ~27% to ~17%, which translates to a monthly reduction of $22 million in AR > 90 days

RCM Data Visibility Approach

Claims Data

Payments Data

AR Data

POS Data

Denials Data

nextgen healthcare

WAYSTAR

Integrated Data

snowflake

Attribute Mapping Cleanup:

Cleaned and standardized the mapping of key attributes across all practices and EMR systems

1. Insurance to Payer Group Mapping
2. Insurance to Financial Class Mapping
3. CPT Code to Category Mapping
4. CARC (Claim Adjustment Reason Codes) Mapping
5. RARC (Remittance Advice Remark Codes) Mapping

Mapping Cleanup

Denial Attribution Methodology

Denial Attribution Methodology:

Developed a methodology to assign a unique CARC to each denied claim to avoid duplicates and identify the key reason for denials

- Analyzed the remittance data (835 data) to map the CARC codes to each claim
- Ranked all the CARC codes in the order of priority and significance
- Assigned the denied amount to the CARC of highest priority if multiple CARCs are associated with a denial, thereby preventing duplicate calculation of denied amount

Unified Data Model

Power BI Dashboards

Power BI

Summary of Key RCM Metrics
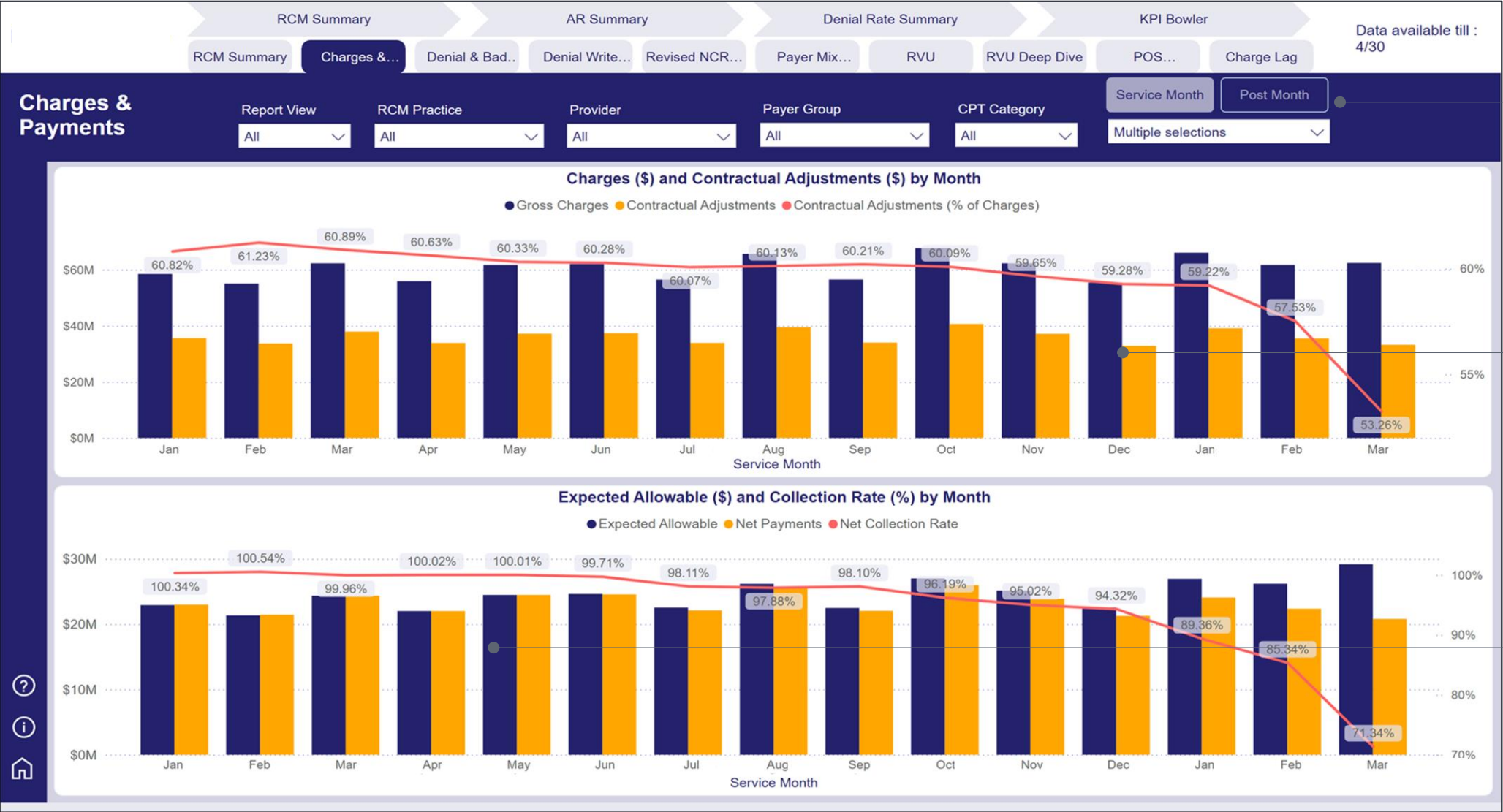
Breakdown of how billed charges are translating into current open AR

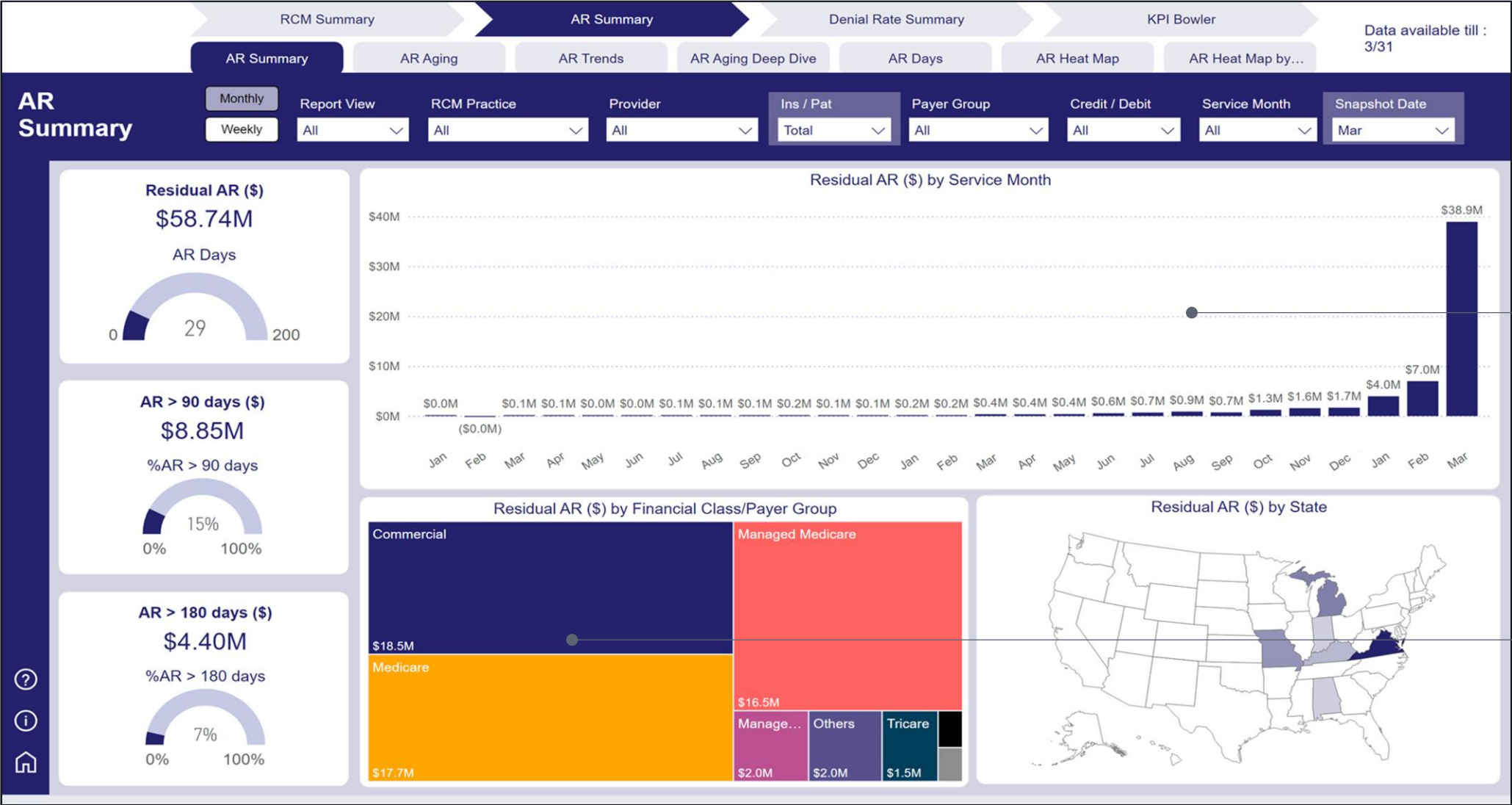Key RCM metrics and ratios

Charges and Collection Trends

Functionality to toggle between Service Month and Post Month

Trend of charges and contractual adjustments

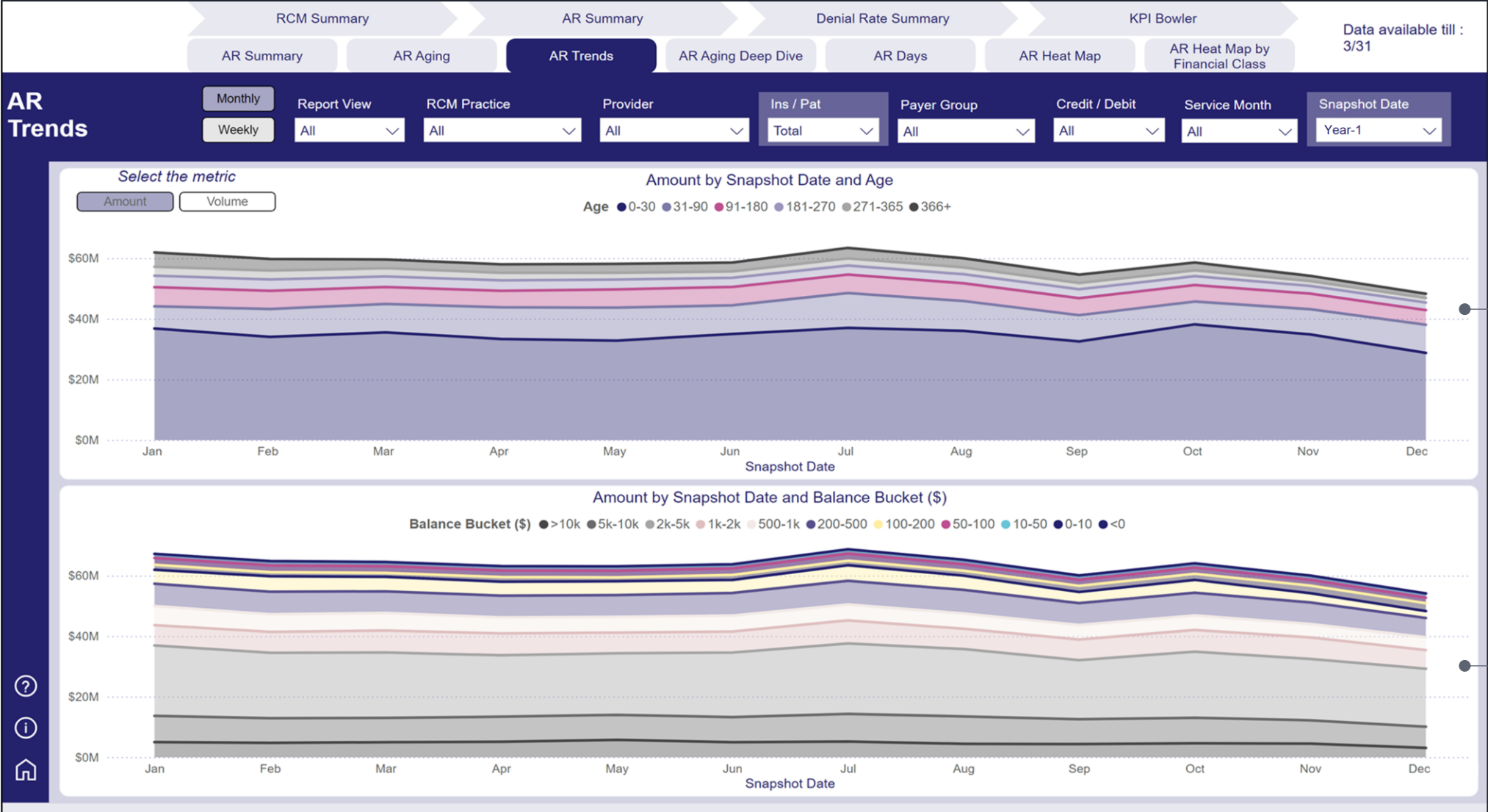**Trend of expected allowable, net payments and net collection rate %**

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Summary of AR Health Metrics

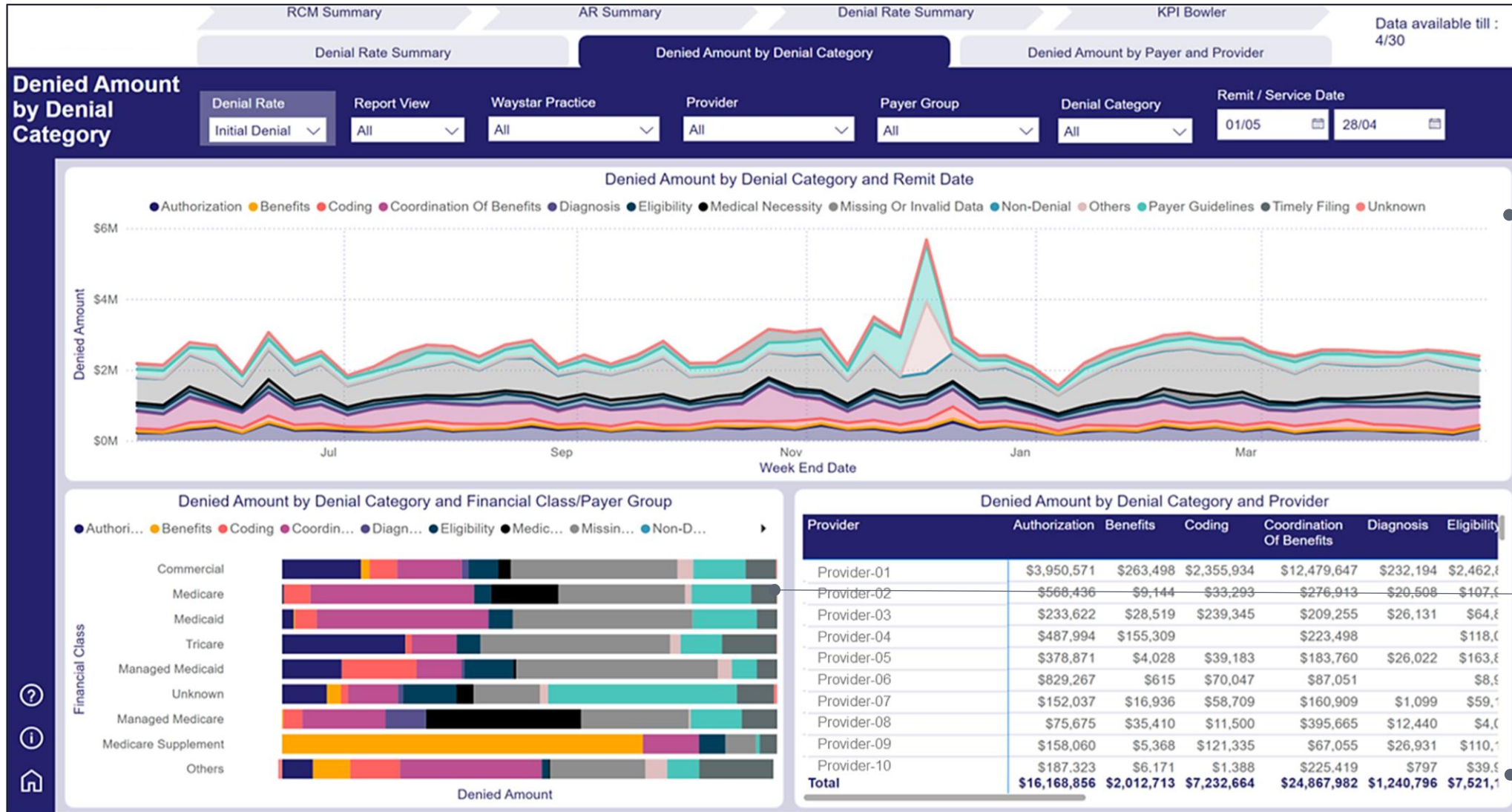Distribution of current open AR based on service month

Top payers with open AR

AR Trends

AR trend across the aging buckets

To analyze which balance buckets are causing most impact on AR

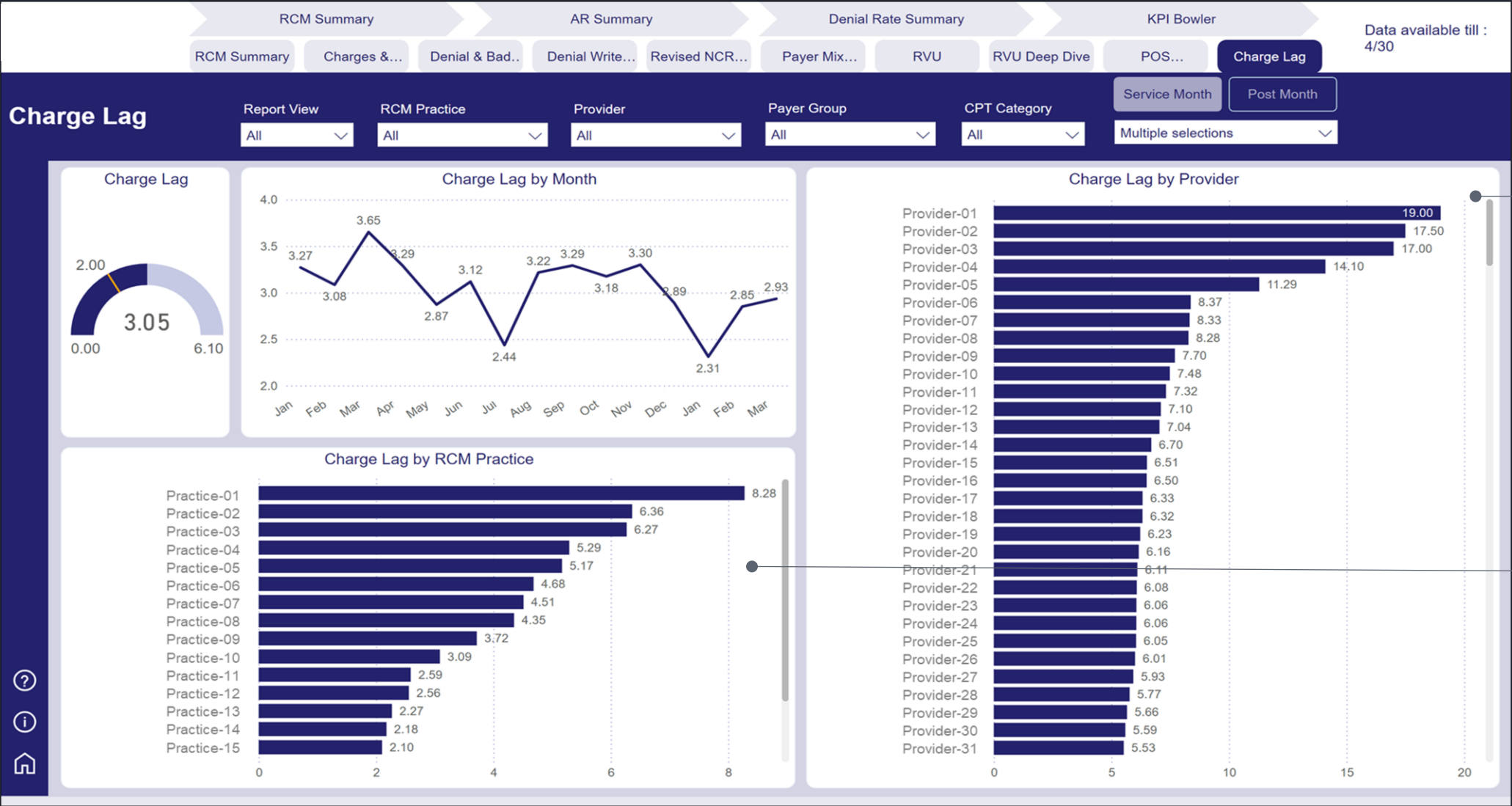# Denials & the Top-Reasons for Denials

Denial Trends by the reasons of denial

To understand the top reasons of denials for each payer group

To understand the top reasons of denials for each provider

Charge Lag Summary