

Central Florida Health Alliance improves net revenue with Claims and Billing Solutions

Challenge

Central Florida Health Alliance is a not-for-profit health care system with a family of hospitals and post-acute services, including Leesburg Regional Medical Center, a 309-bed acute care hospital and The Villages Regional Hospital, a 198-bed acute care hospital also offering urgent care, post acute care, day surgery, wound care and hyperbaric treatment and wellness. The facilities serve Lake, Sumter and South Marion counties with Leesburg offering both comprehensive cardiovascular and neurosurgical care and a designated stroke center with the Joint Commission Seal of Approval. The Villages Regional Hospital, located within The Villages, a nationally known adult community, has been recognized nationally and regionally for its quality care.

While the system had successfully grown from a small community-based hospital to award-winning comprehensive medical centers it has today, Central Florida Health Alliance was struggling with billing and charging issues within its patient accounting organization. It had no way to identify potential problems, nor could it recognize trends or develop metrics to prioritize errors.

Central Florida Health Alliance officials knew that eliminating such errors and inconsistencies could produce cleaner claims, resulting in timelier payments and increased incremental revenue. Without dedicated staff resources who could detect errors before bills were sent out, however, they were unable to correct this problem alone. In an effort to standardize processes for identifying potential issues, administrators turned to nThrive for answers.

Solution

Central Florida Health Alliance chose the nThrive's Charge Capture Audit tool, which is used by hospitals to pinpoint specific billing issues, allowing for process improvements and reductions in claim rejections.

Charge Capture Audit features an extensive rules library, as well as ongoing rules updates, which allowed the organization to develop several customized rules to meet its specific billing needs. Daily electronic audits through Charge Capture Audit allow charging issues to be addressed before claims are submitted. In addition, automated processes reduce the staff time associated with manual reviews of claims, and pre-billing corrections reduce the costs associated with rebilling.

After implementing Charge Capture Audit, Central Florida Health Alliance developed several new processes to help enhance and improve its billing strategy. All patient exceptions are now reviewed and data is validated against the patient accounting system and medical records. When problems



\$1 million

in net revenue
identified
and **\$800,000**
recovered

Yielded **\$15,000 to
\$20,000** per month
in incremental
posted payments

with documentation or coding are uncovered, the team uses those instances as opportunities to update its coding or develop corrective actions.

A specialist with coding and charging expertise then reviews the list of problems, determines which items require additional follow-up and routes them to the appropriate departments. At the department level, existing charges can be corrected and additional charges can be posted. Once the charges are corrected in the system, department managers are expected to make the appropriate corrections to prevent future reoccurrences.

Results

Over a three-year period, Charge Capture Audit has yielded \$15,000 to \$20,000 per month in incremental posted payments from missing charges for Central Florida Health Alliance. Specifically, the organization was able to identify and fix charge process breakdowns in emergency department, clinic, infusion and injection charging.

In total, Central Florida Health Alliance identified more than \$1 million in net revenue, and was able to recover more than \$800,000 of that amount in two years. System officials attribute this stunning success to a strong commitment to revenue integrity, as well as a system-wide effort to validate the accuracy of each and every bill.

"With nThrive's tools and resources, Central Florida Health Alliance is able to continually improve our billing compliance. They are as committed as we are to ensuring revenue integrity within our organization, and these results are a direct reflection of their expertise and dedication," said Pat Stover-Jones, Director, Coding and Charge Integrity.

By using Charge Capture Audit, Central Florida Health Alliance successfully overhauled its patient billing procedures, and a complicated process was made simple. By identifying incorrect charges, addressing problems quickly and ensuring the compliance of all bills, the system easily realized revenue it would otherwise have missed.



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**PAT STOVER-JONES,
DIRECTOR, CDM AND BILLING
COMPLIANCE, CENTRAL FLORIDA
HEALTH ALLIANCE**



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