

# Charge Capture Improvement Program

**Improve net revenue and compliance by identifying and correcting missed charges, overcharges and coding errors before the claim is submitted.**

## Revenue cycle realities

Lower reimbursement levels, increased coding complexity and tightening regulations are creating unrelenting financial pressures. Yet, many health care organizations don't factor the millions of dollars slipping away when failing to charge for care services or supplies owed for reimbursement.

The imperative to code and capture charges accurately becomes even greater when you add quarterly regulatory updates, ICD-10 code sets, along with increased patient demand for charge information as they become responsible for larger deductibles—plus their satisfaction levels tied to your financial results due to value-based reimbursement.

Reduced or limited staff resources make all of these hurdles higher—the stakes are high, but it's difficult for even the best employees to maintain expertise in all areas of compliance and morphing business demands.

## Charge Capture Improvement Program

nThrive offers a seamless solution for what's needed to boost resource capacity and revenue performance.

The nThrive Charge Capture Improvement Program provides a one-of-a-kind comprehensive approach that combines experts in process improvement and technology to guide your health system into a state of continuous charge capture improvement.

### Short-term consulting

Based on a decade of experience in charge capture optimization services, our experts analyze the current charge capture state. Based on the business need, we assemble or optimize your charge capture team, break down barriers between your departments, and ultimately improve processes to prevent future charge capture issues.



Our charge capture program is essential to the financial health of Bon Secours Health System and the nThrive solution is a vital part of that program. In one year alone, nThrive helped us identify \$3.92 million in missing charges that we would not have captured otherwise."

JOHN WHITESEL, SENIOR FINANCIAL CONSULTANT, BON SECOURS HEALTH SYSTEM

### Sustainable technology

The Charge Capture Audit technology provides electronic audits for 100 percent of inpatient and outpatient itemized bills to identify missing charges, overcharges and coding errors to support accurate charging and compliant billing. Our dedicated team of experts ensures the content of our edits are up-to-date with continually changing regulations. Our solution puts checks in place to support the sustainability of your health system's process improvements.

## Charge Capture Consulting

The nThrive Charge Capture Consulting Services team of credentialed clinical and financial experts works hand-in-hand with you to focus on identifying tailored challenges and opportunities. The improvement program is benchmarked through three phases: Assessment, Program Implementation and Internal Transition.

### Assessment

- Recommendations for process improvement throughout the departments that are critical to accurate charge capture
- Review of revenue cycle process to drive the biggest scale value and optimization
- Recommendations for best practice team structure and dynamic workflow

## Our Team

**Our team of experts has years of industry experience and credentials, including:**

Registered Nurses (RN)

Certified Coding Professionals (CPC, CPC-H, CPC-P)

Facility Coding Specialist (FCS)

Masters in Business Administration (MBA)

Masters in Hospital and Healthcare Administration (MHA)

Medical Technologists (MT)

Associate in Occupational Studies in Medical Office Management (AOS)

### Program Implementation

- Oversees execution of process improvement and operational adoption of the Charge Capture Audit technology
- Establishes and trains teams of internal resources in best practice procedures to work charge issues pre-bill and reap major benefits by accurately accounting for all charges, reducing denials and improving compliance
- Performs the claim auditing and even rebills claims with charge capture issues to reduce the need for onsite staff, if contracted by the health system

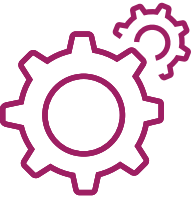
### Internal Transition

- nThrive experts work side-by-side with staff following the technology implementation to solidify best practice processes and technology utilization
- If needed, regular program check-ups are available to maintain and further improve the program

## Technology

nThrive's Charge Capture Audit technology provides the automation and rules intelligence to empower your team to significantly improve financial results.

- Audits bills based on extensive and growing database of 12,000 clinically-based, charge-level rules and predictive analytics
- Flags charging issues based on clinical practice guidelines and Medicare coding requirements
- Updates to rules are performed daily as needed and new rules are introduced monthly
- Offers the ability to develop custom rules to meet specific facility requirements
- Identifies the net revenue impact of missing charges based on client-specific contract terms
- Enables timely audit of accounts by prioritizing exceptions based on net revenue impact
  - Improves productivity and performance through work queues that allow staff to send exceptions to the appropriate department for resolution – resolving the issue at the source helps prevent it from occurring again
  - Enhances management of results through a dashboard that tracks performance by team member
- Significantly reduces staff time associated with manual reviews and costs involved with rebilling
- Contributes towards revenue stream acceleration and clean claim rate improvement



# End result

Charge capture evolves from an after-thought to a daily pre-bill priority

With nThrive's comprehensive consulting and technology program, you can rest easy – confident in the fact that your organization is creating clinically-complete bills to recognize revenue for all services rendered, identifying charge issues throughout the revenue cycle, fixing issues pre-bill, preventing costly billing rework and late charges. All of these capabilities serve to reduce the risk of non-compliant billing and audit take-backs.

Providers that concentrate on charge capture and leverage nThrive's comprehensive program can boost their revenue cycle and overall financial performance by adding to their bottom-line.

## Biggest offenders

### Key areas with missing charges



#### Diagnostic/Minor Procedures

**128,493** issues caught representing **\$34.1** million in rebilled charges



#### Devices/Implants

**11,466** issues caught representing **\$36.3** million in rebilled charges



#### Emergency Department

**29,534** issues caught representing **\$20.3** million in rebilled charges



#### OR Time

**53,815** issues caught representing **\$70.1** million in rebilled charges

(Based on nThrive client gross revenue impact data 2012-2013)

## Charge Capture Challenges

The nThrive Charge Capture Audit Program brings together process improvement experts and automation to overcome these charge capture challenges:

### Staff turnover

Health care staff turnover is very high. When charge capture experts leave clinical departments, training for new people commonly focuses on patient care with limited to no charge capture training provided initially.

### Poor charge reconciliation processes

While daily reconciliation typically exists in health systems, it is often limited. Processes vary from department to department, increasing the risk of charging issues and breakdowns. In addition, manual tracking of charge capture often leads to errors.

### Resource limitations

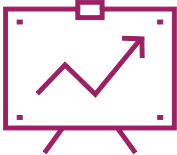
Health systems often do not have sufficient trained personnel familiar enough with the latest clinical requirements and revenue cycle regulations to identify and correct charge issues.

### IT System Conversions

Software conversions and upgrades often increase errors due to unfamiliar systems, system errors, and new processes.

### Average net revenue increase per facility

Bed Size	Increase per facility
150–249	\$455,457
250–399	\$517,900
400–699	\$979,034
700+	\$543,195



(Annualized based on corrected missing charges, Q1-2 2014)

### By the numbers: nThrive charge level edits

Performing an automated review of bills at the charge level can increase revenue capture and decrease risk of audit take-backs. Your health system benefits from nThrive’s comprehensive rules library and our predictive analytics, or machine-based learning that predicts charges based on your charging practices.

Current inventory of rules	12,000
Average number of rules created per month	200
Typical time to research and create a new ICD-10 rule	4-6 hours

### Two different options to deploy our charge capture audit

	Charge Capture Audit (CCA)	CCA Advisor
Solution	Technology solution managed by your health system	Outsourced service and technology managed by nThrive. Option for nThrive’s credentialed team of experts to rebill claims for your health system.
Timing	Pre-bill audit	Pre-bill or post-bill audit



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