



Patient Experience,
the ultimate frontier.

These are the voyages of the
S. S. Revenue Cycle...

Its never-ending mission
to enhance the patient experience.

To seek out new opportunities,
forging new relationships.

To boldly go beyond expectation in
providing the optimal
patient experience.



Just as the planets in our solar system are maintained in orbit by the Sun's gravity, so too the desire to enhance the patient experience keeps the S.S. Revenue Cycle moving forward in its quest to continually enhance the patient experience.

Revenue Cycle Mission:

A more Patient Centered Business Office

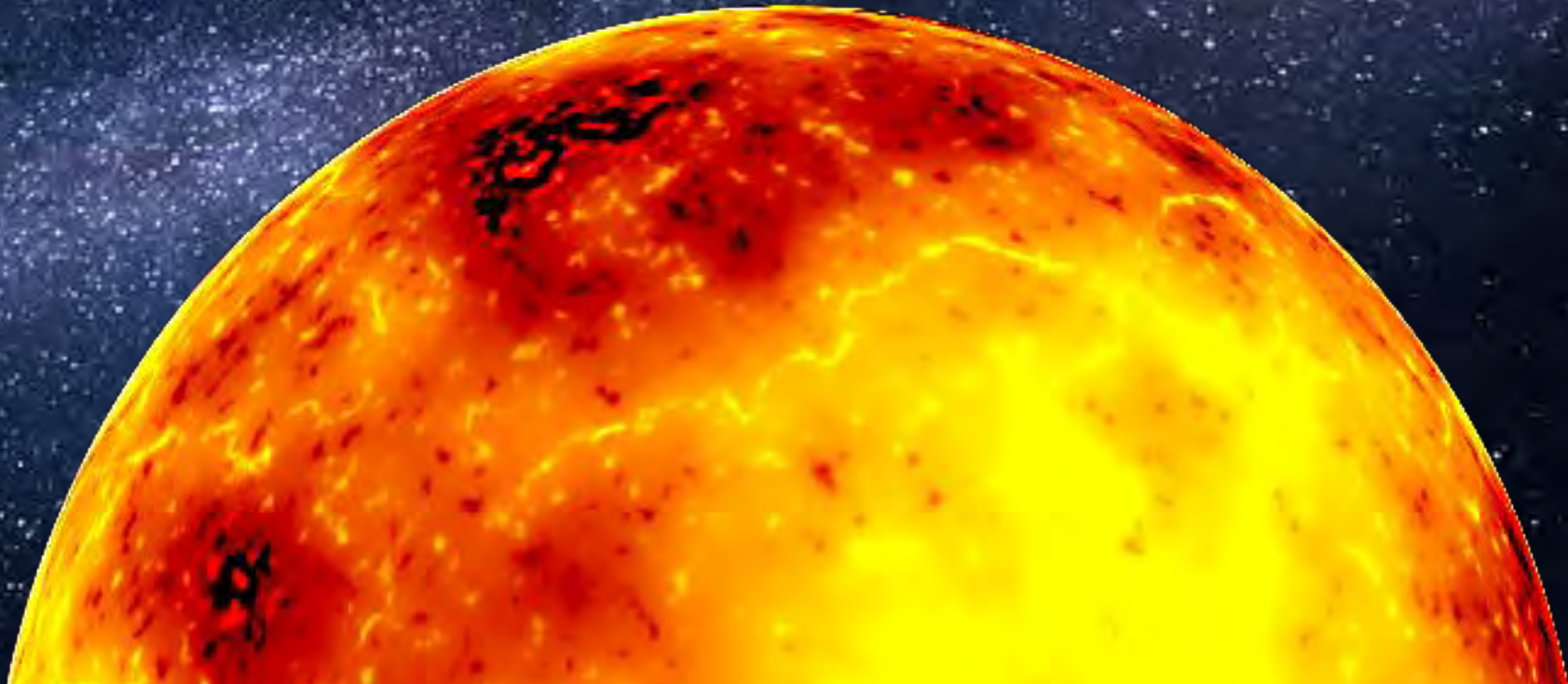
Causal Affect:

Healthcare Reform – the Affordable Care Act of 2010

Reciprocal Impact:

Rise of Consumerism Meeting External Demands

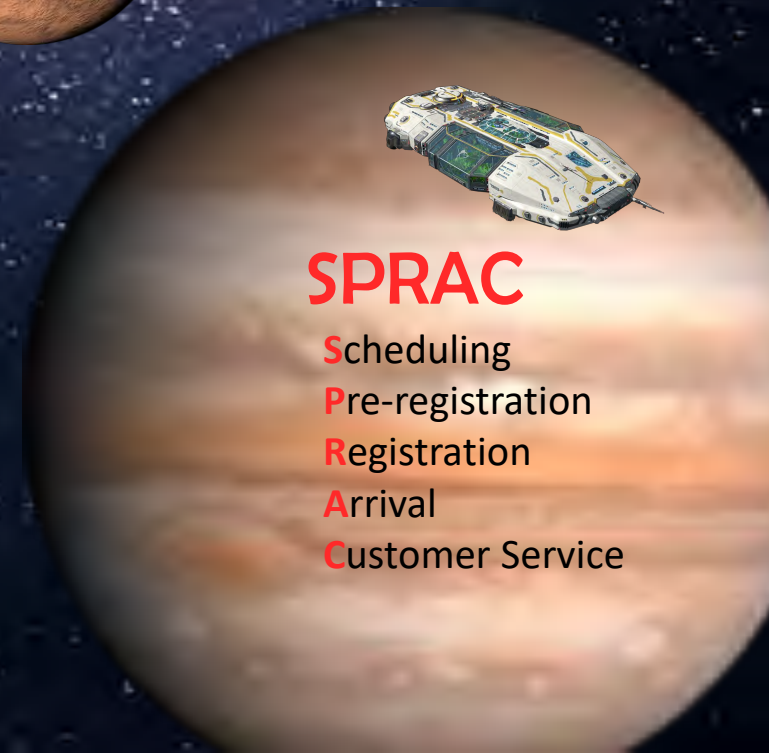
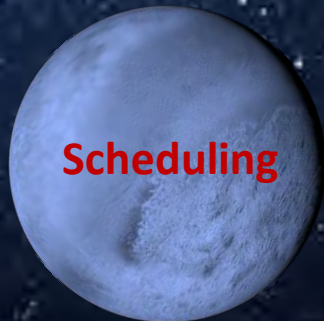
In response, the S.S. Revenue Cycle begins its quest toward providing the ultimate Patient Experience...



Department: Patient Access,
Scheduling, Registration, Customer
Service

Mission: Reduce stress & wait time for
patients

Goal: No surprise bill for patients





Department: Network Utilization
Management

Mission: To obtain prior authorization
for inpatient stays.

Goals: To support patient's financial
satisfaction by obtaining appropriate,
timely authorization for inpatient stays.



APP



P2P



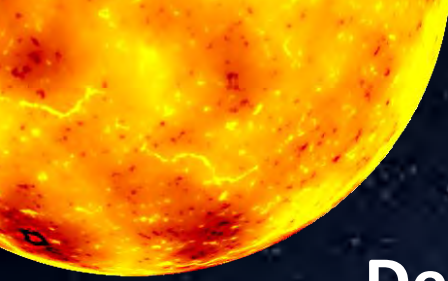
NUM



REV



POE

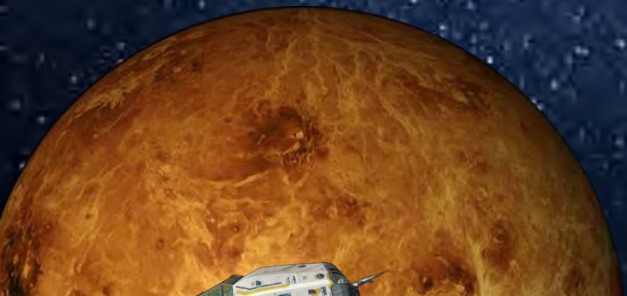
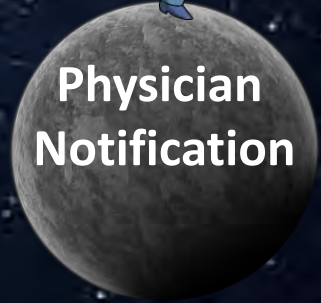


Department: HIMS

Mission: To ensure accurate and timely patient record documentation

Goals:

- Code accounts within 4 days of discharge
- Records completion within CMS requirements
- Accurate clinical depiction of all diagnoses & procedures
- Timely records release for all requestors





Nurse
Auditing

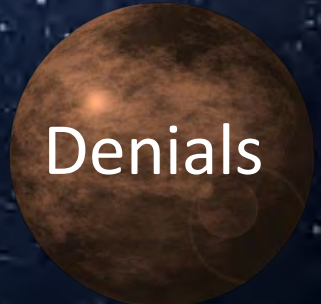
Department: Hospital Billing

Mission: To ensure all claims are billed in an accurate, timely, and compliant manner in order to prevent denials.

Goals: Claims billed within 7 days.
Aging over 90 days <20%



Exoplanet UB



Denials



Claims



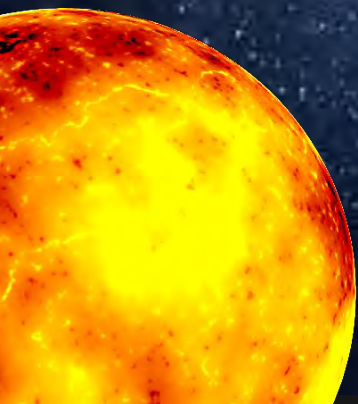


Exoplanet 1500

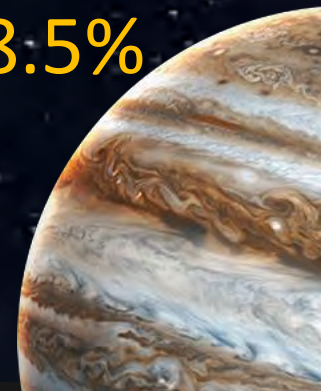
Department: Physicians'
Billing & Coding

Mission: Compliant, complete, &
timely coding & billing

Goals: AR Days at or below 30 **Currently 30.5**
Aging > 90 days at or below 20% **Currently 18.5%**



Physicians'
Billing





HB & PB
Support



Grand Central
Cadence
Epic Support



Cash

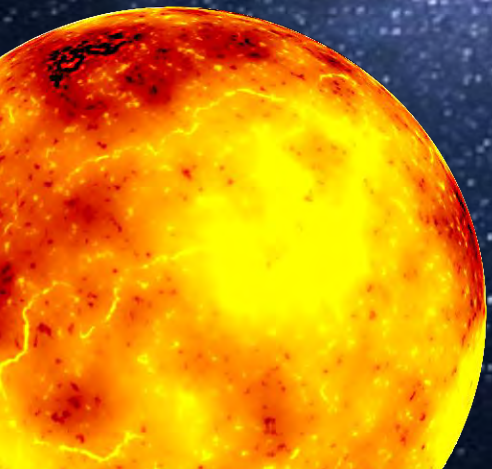
**Department: Network Cash, Credits,
Clerical, HB/PB Epic Support,
Grand Central Cadence Epic Support**

**Mission: To provide continuous support to keep
patients' accounts moving through the Revenue
Cycle**

**Goals: Maintain accurate and timely processing
to avoid statement delays**



Cashtonia



Credits



Clerical

Patient Financial Experience Goals and Initiatives

Industry Standard Best Practices RoadMap

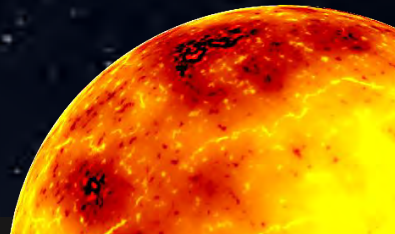
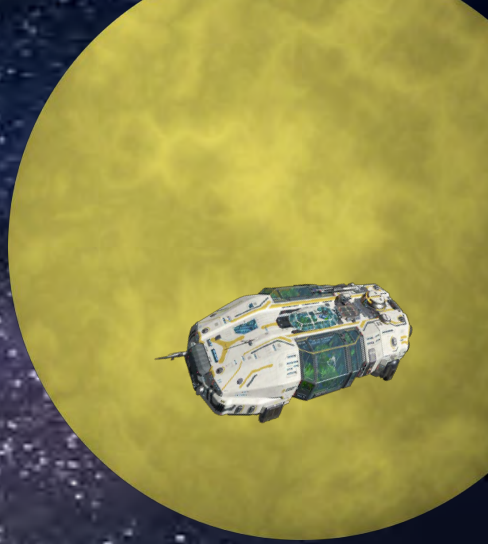
2019 Initiatives

Goal 1: Improve
turn around time
for Patient Responsibility
and Resolution

Goal 2: 80% of Calls
answered within 30
seconds for Network
Call Centers.

4 of 5 Network Call Centers
currently performing at
higher than 80%.

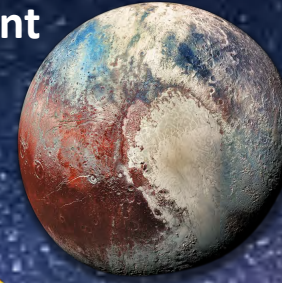
Goal 3:
Increase Charity Care
Opportunities



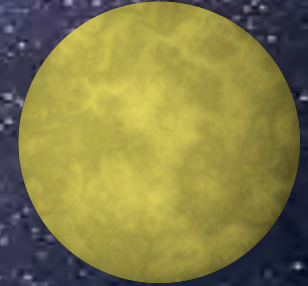
Patient Access



Contract & Vendor Management



Network Cash, Credits, Clerical, Epic Support Teams

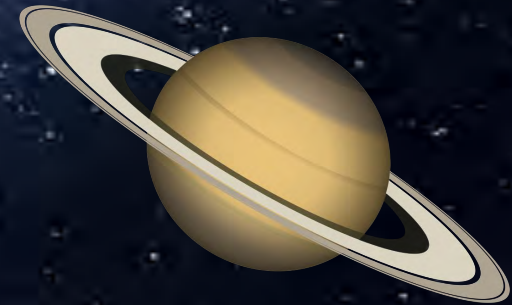


Utilization Management



When all the planets align and every Revenue Cycle department is hitting on all cylinders, the patient experience should indeed be...out of this world.

Professional Billing/Coding



HIMS/ Doc EX



Hospital Billing/Nurse Auditors



