

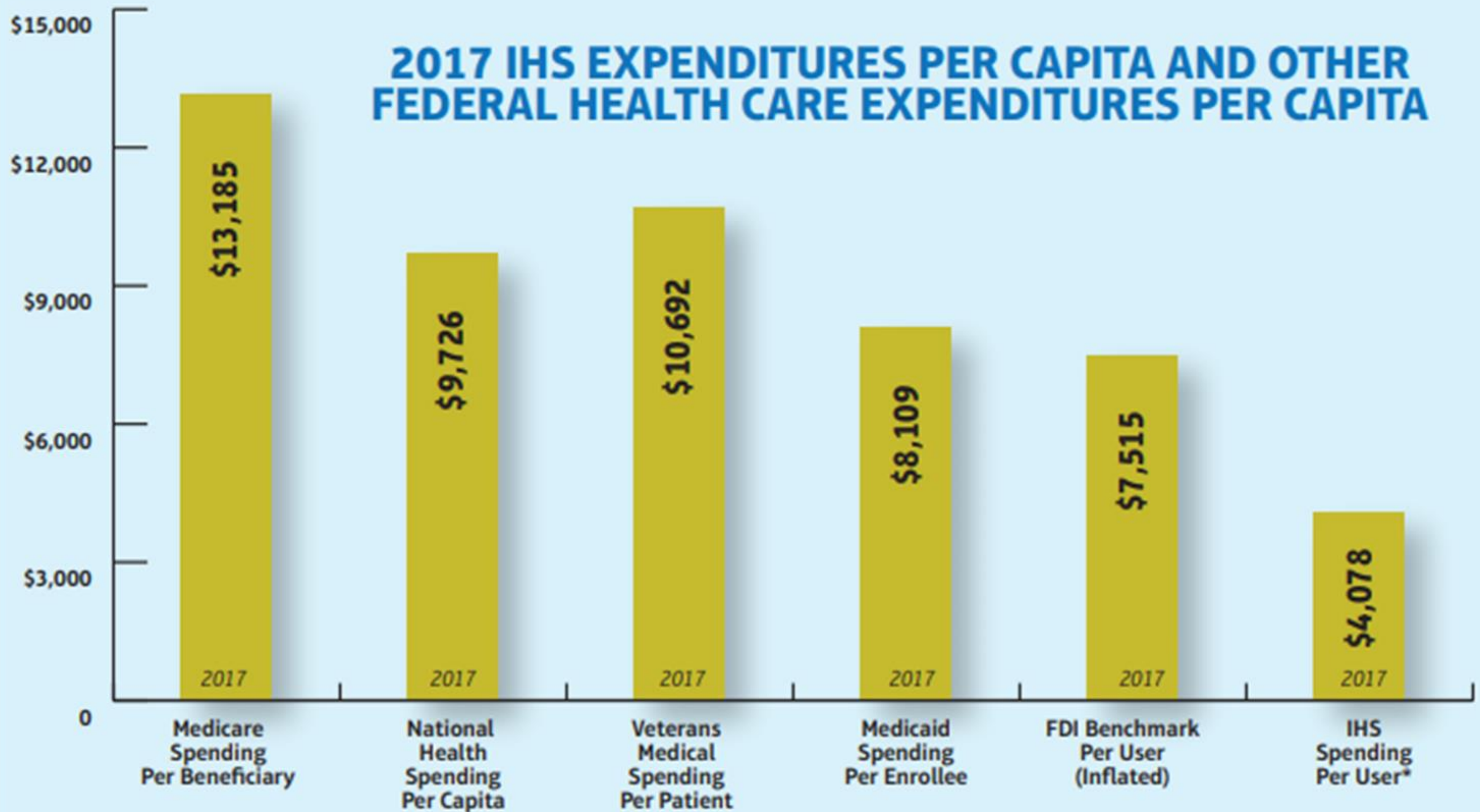
PASSAMAQUODDY HEALTH CENTER

Revenue Cycle Management

USET Best Practice Conference ~ August 15,
2019



2017 IHS EXPENDITURES PER CAPITA AND OTHER FEDERAL HEALTH CARE EXPENDITURES PER CAPITA



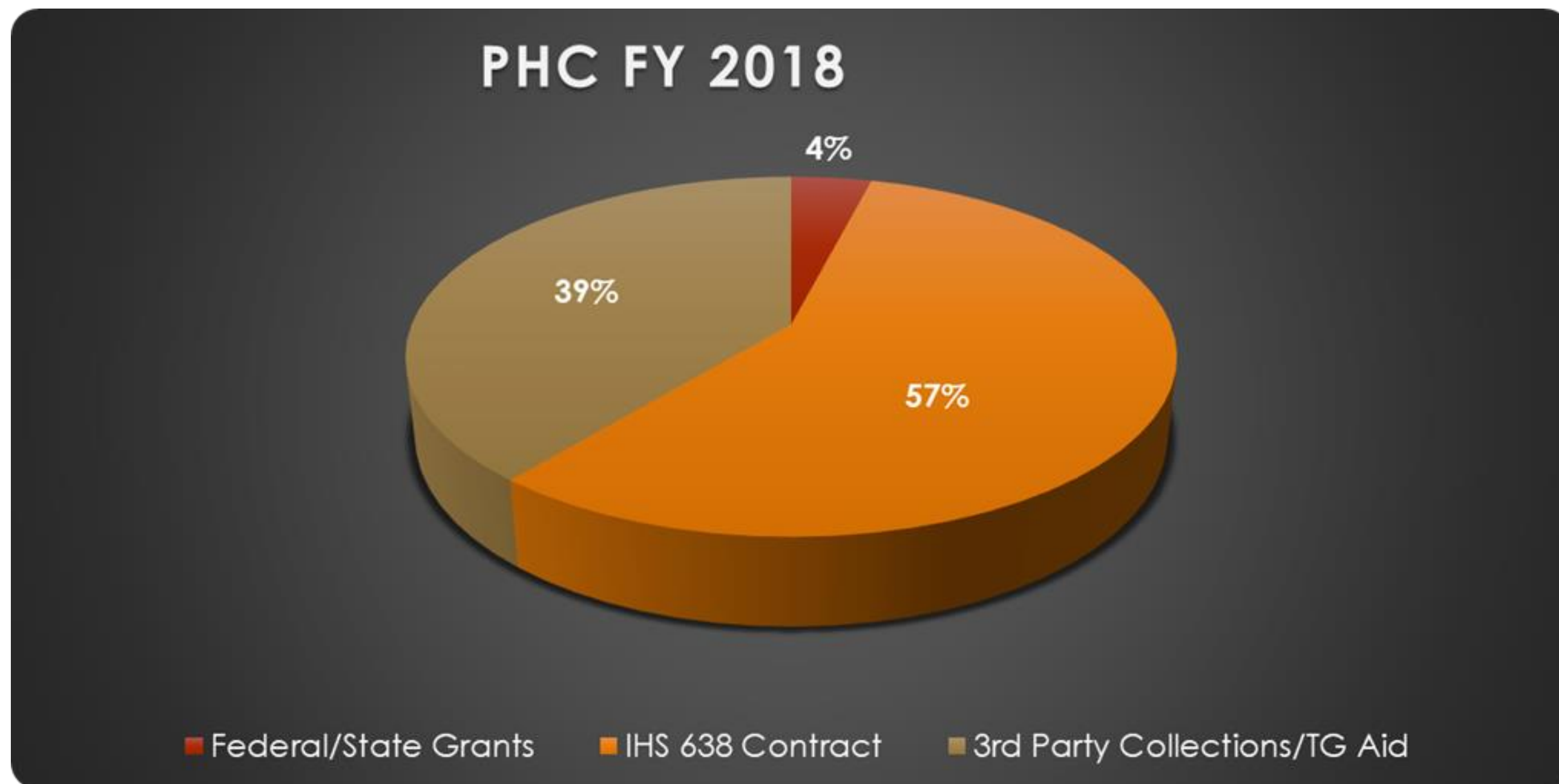
*Payments by other sources for medical services provided to AIANs outside IHS is unknown.

3/29/2019

Percentage Insured

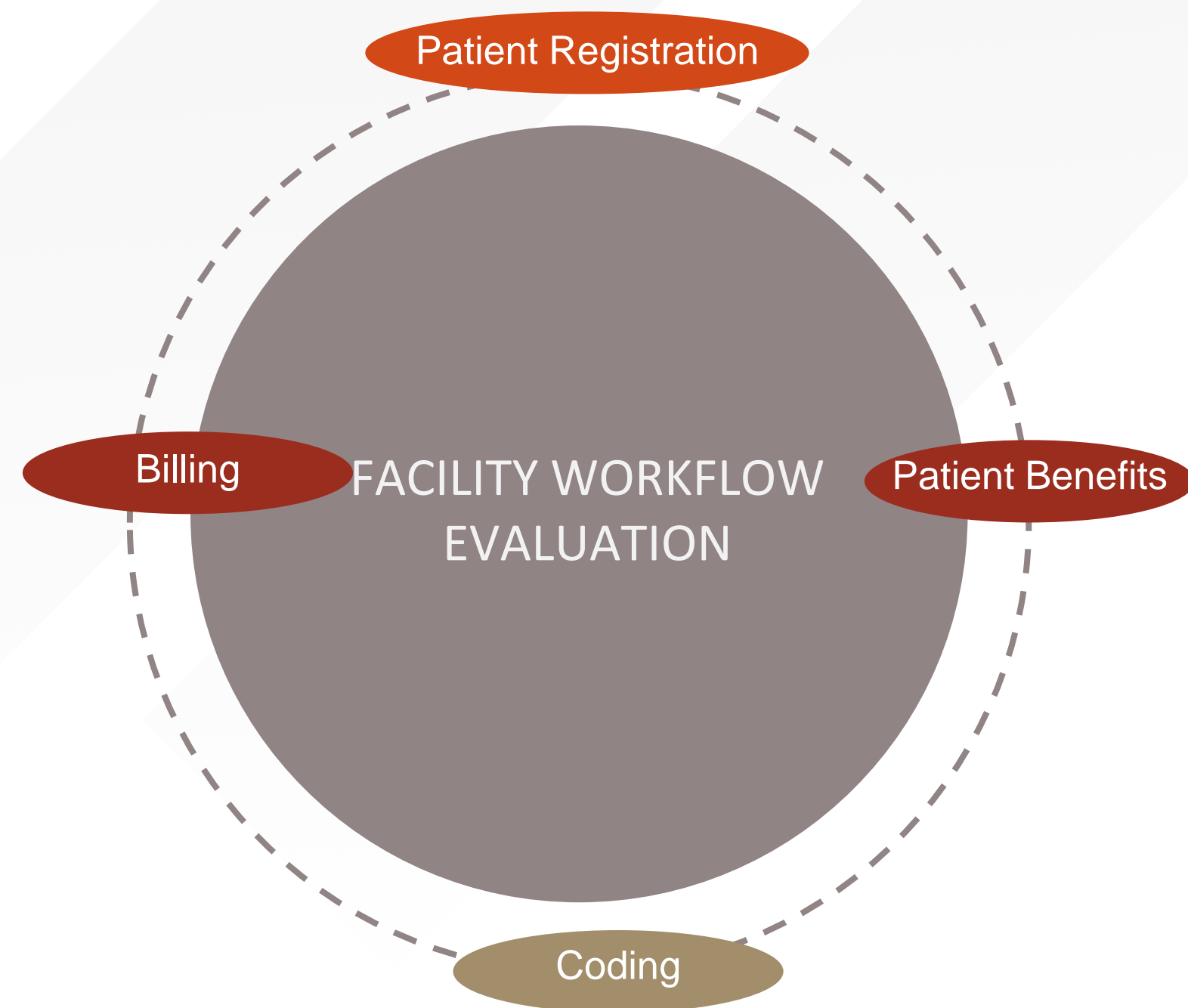
74%

Funding Breakdown

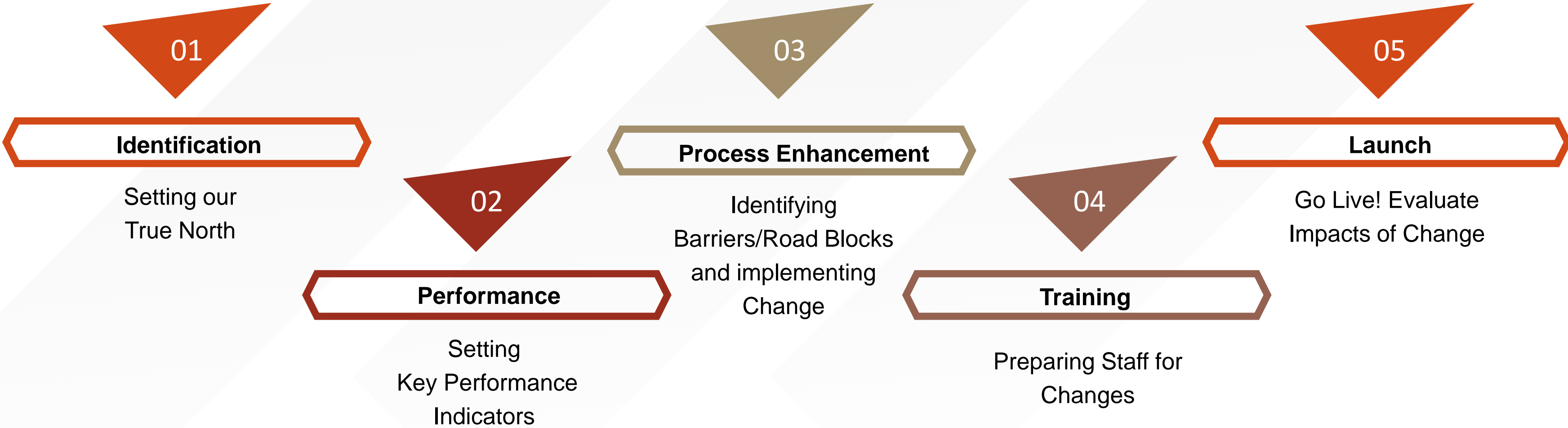


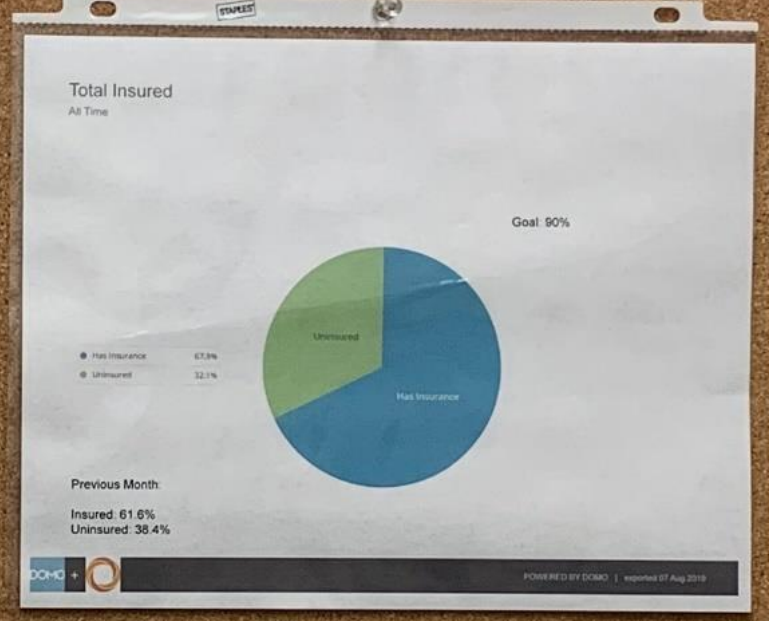
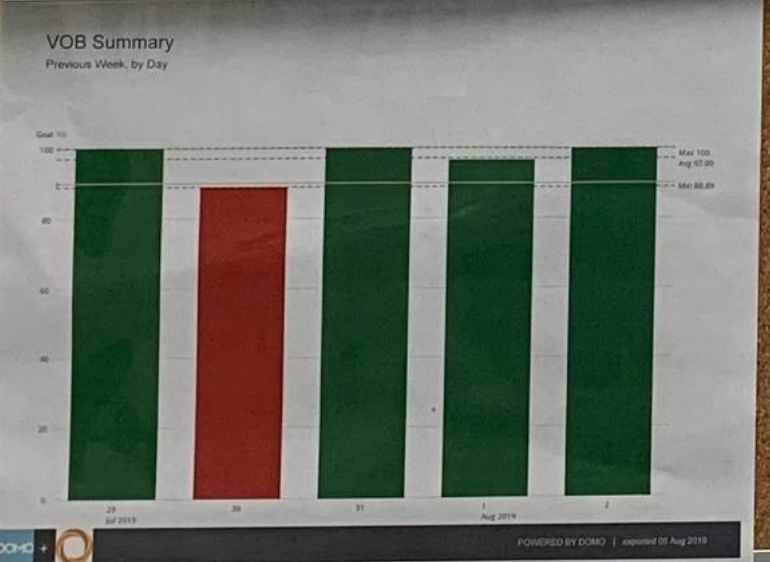
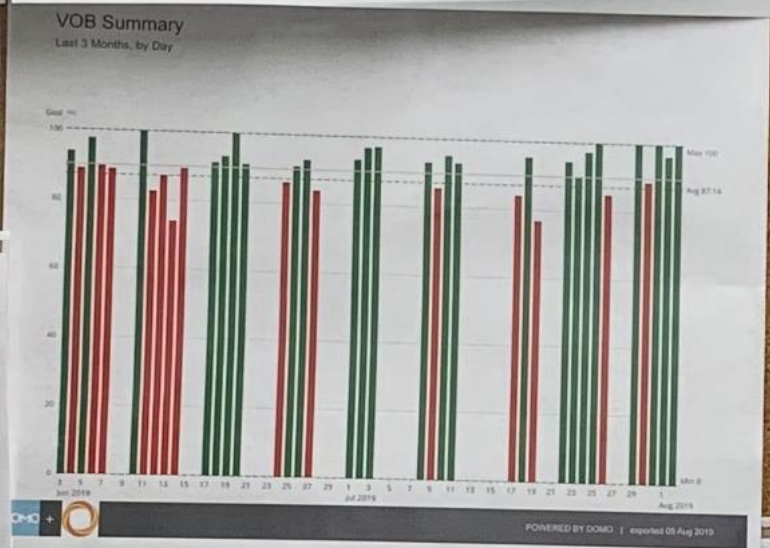
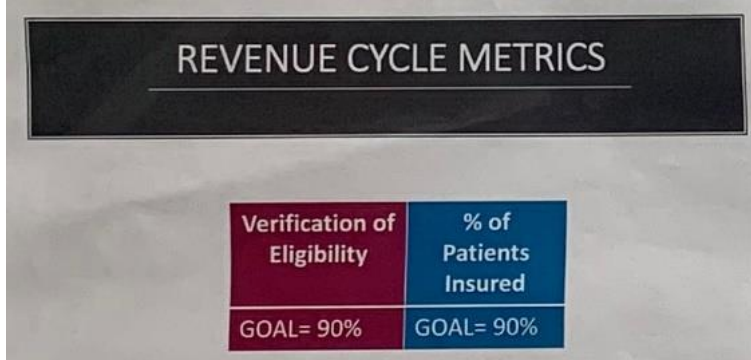
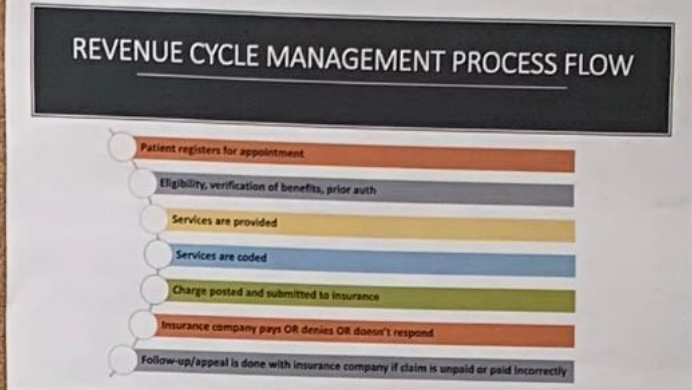
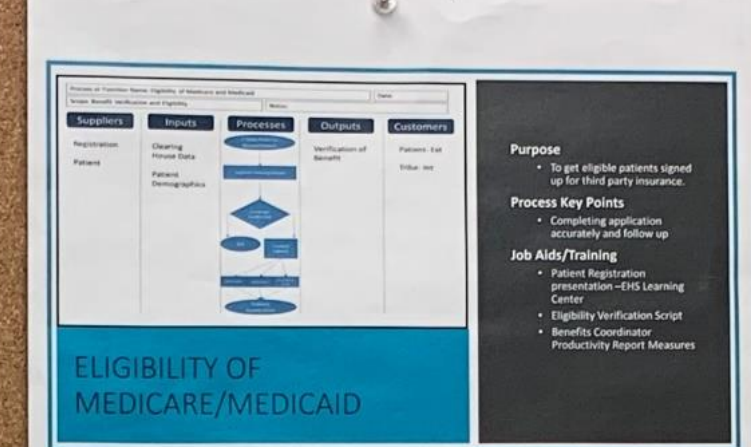
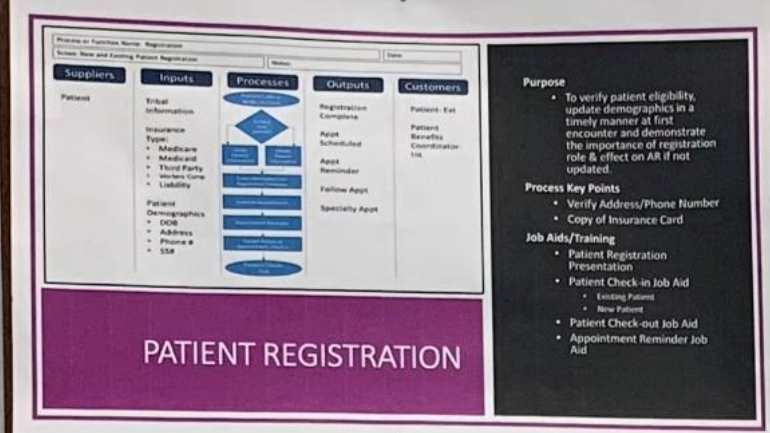
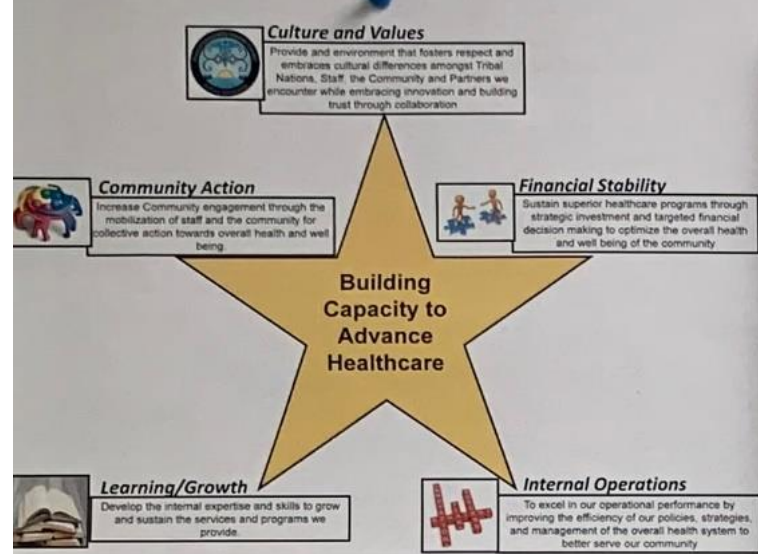
ASSESSED WORKFLOW

- Evaluate
- Staff Engagement/Buy In
- Implement Change
- Monitoring & Adjusting



STEPS IN OUR REVENUE CYCLE MANAGEMENT PROCESS





DAILY KPI- VOB

	8/5	8/6	8/7	8/8	8/9
	Monday	Tuesday	Wednesday	Thursday	Friday
# of Patients	24	43	41	34	23
# of Patients Verified	23	39	38	31	22
TOTAL %	96	91	93	92	96

Great Job!

CELEBRATE A JOB WELL DONE

Improved communication with patients regarding insurance cards/coverage!

Positive Attitudes!

Improved Communication with other team members!

Willingness to Learn New Processes!

Willingness to take on additional duties!

Key Performance Indicator # 1

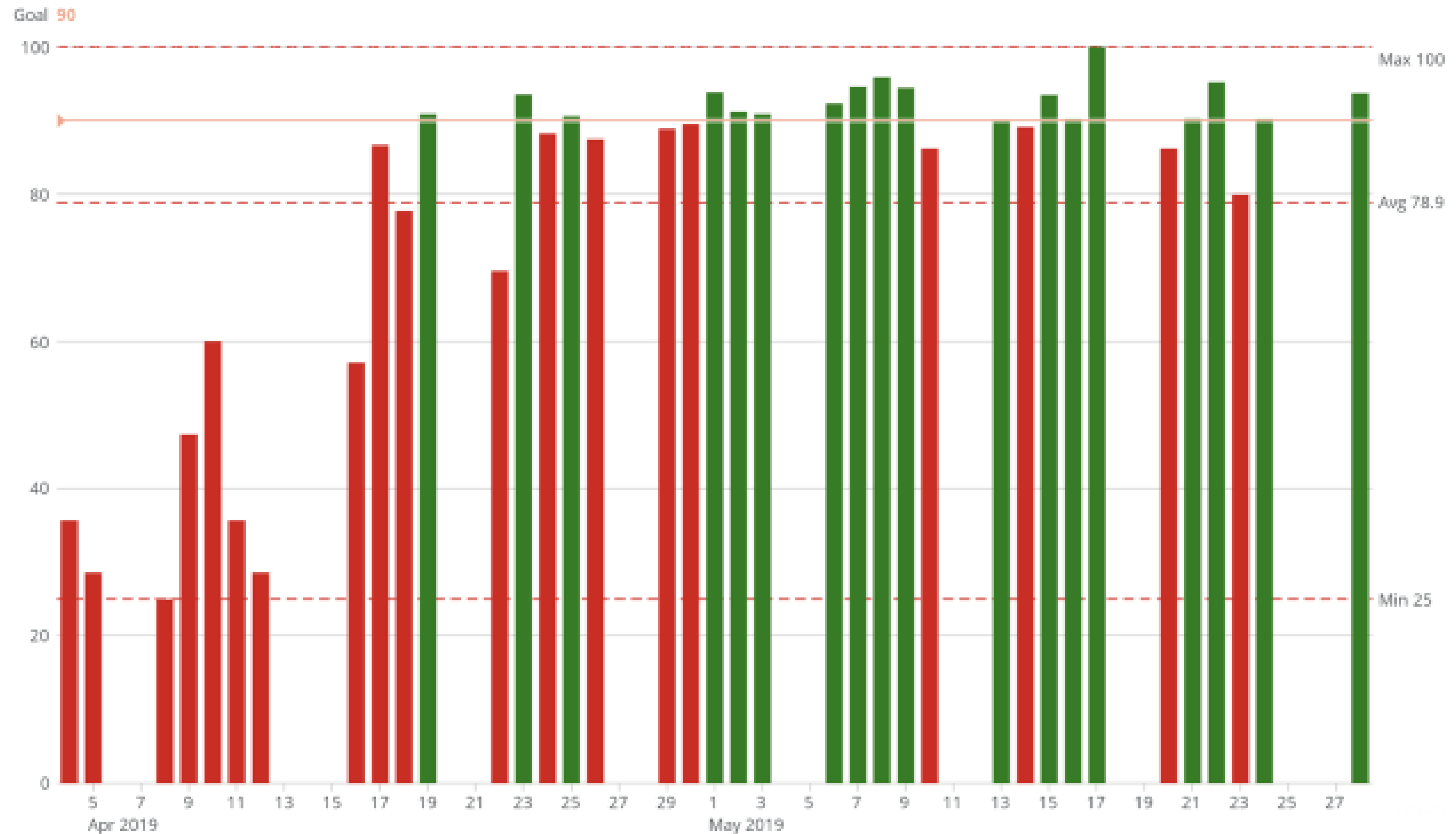
Increase Verification of Insurance.

- ▶ Daily Goal of 90% verified

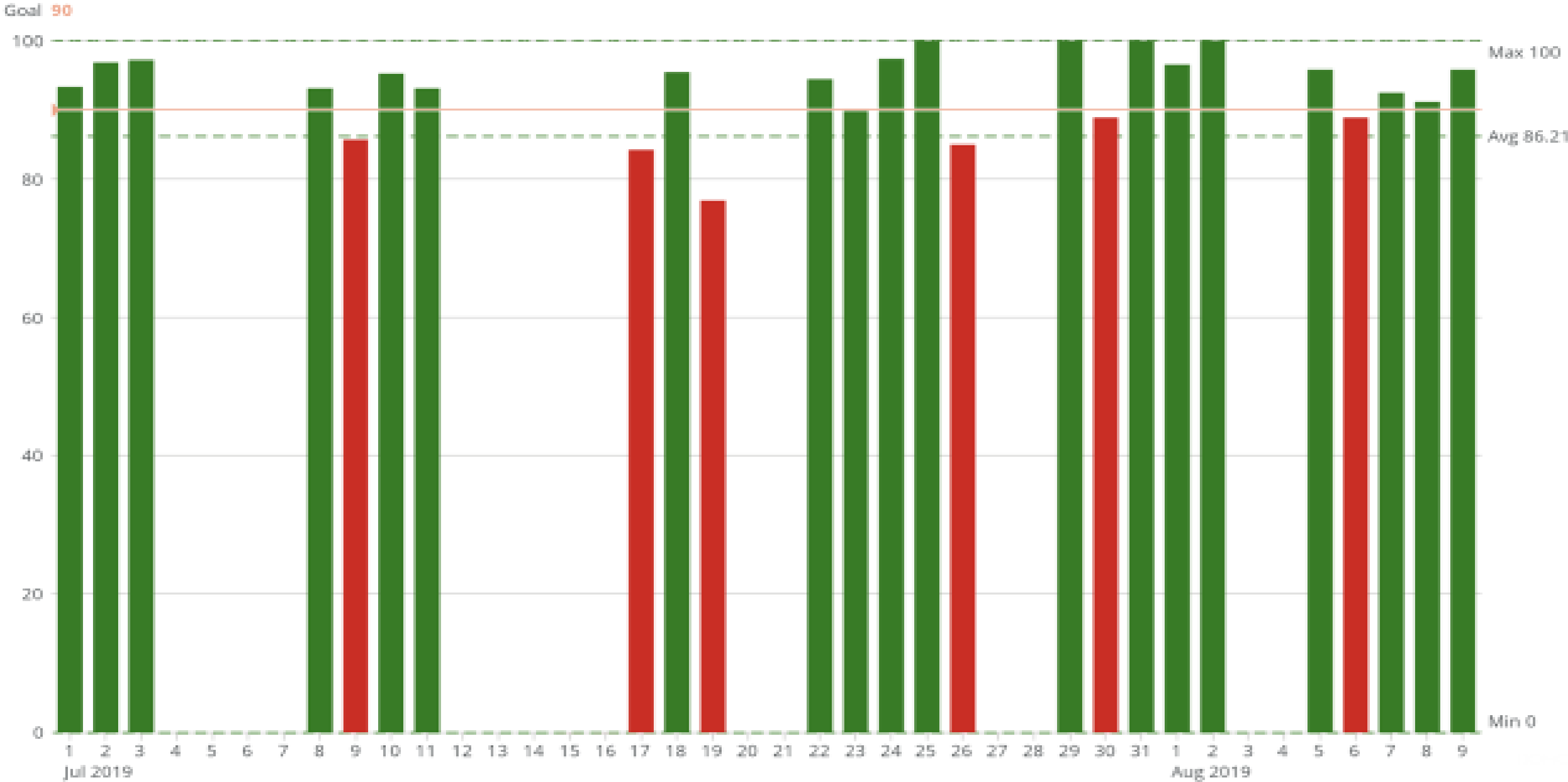
Process:

- ▶ Verification of Insurance Benefits at EVERY visit
 - Clearinghouse Access
 - Required Forms Obtained
 - AOB, MSPs, etc.
- ▶ Referrals to Patient Benefits Coordinator
 - Medicaid Expansion
 - Medicare Part B Sponsorship

Verification of Benefits ~ First Two Months



Verification of Benefits ~ Last Two Months



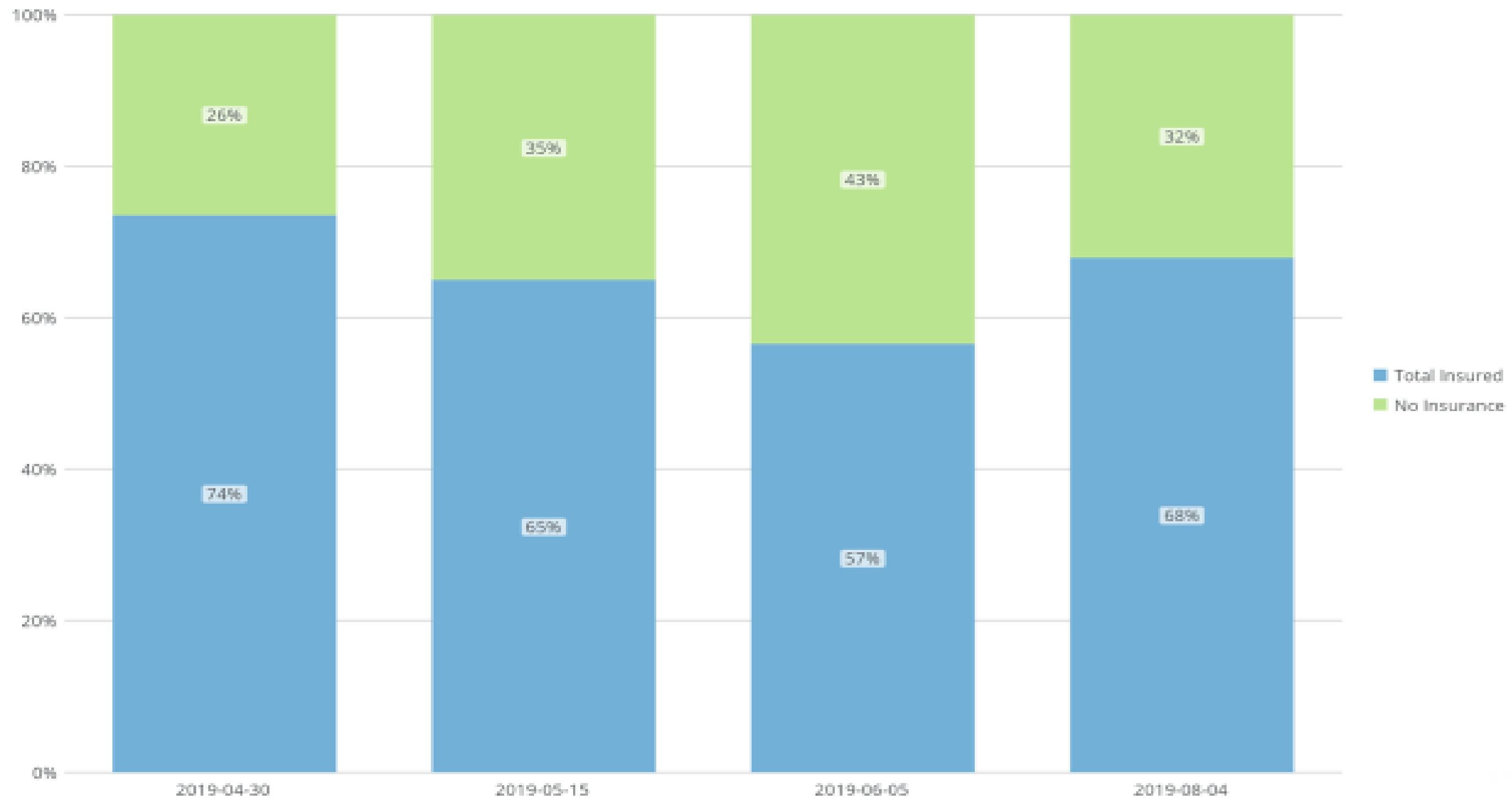
Key Performance Indicator # 2

Increase PHC's Insured Population

- ▶ Year 1 goal of 90%
- ▶ Adjusted to 80%

- ▶ Referrals made to Patient Benefits Coordinator
 - Assist patient in navigating and submitting enrollment applications
 - Documenting application status within EHR and Tracking Sheets for visibility.

Percentage of Patients Insured



Coding

Coding Audit

- Identified Coding Errors
- Codes not crossing over

Coding Review and Training with Providers

- Eventually getting providers out of coding and more documentation

Training on Best Practices for Coding Staff

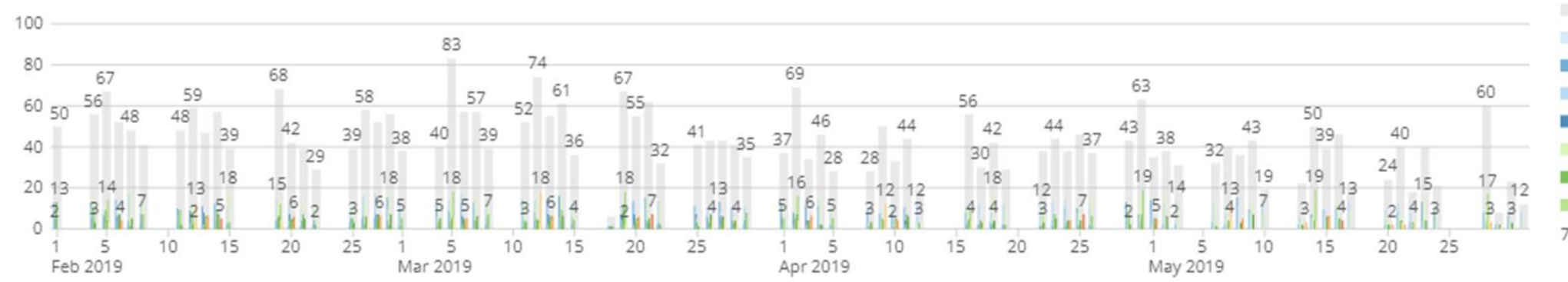
- Avoiding lag time
- Best way to provide feedback to Providers

Monitoring Progress

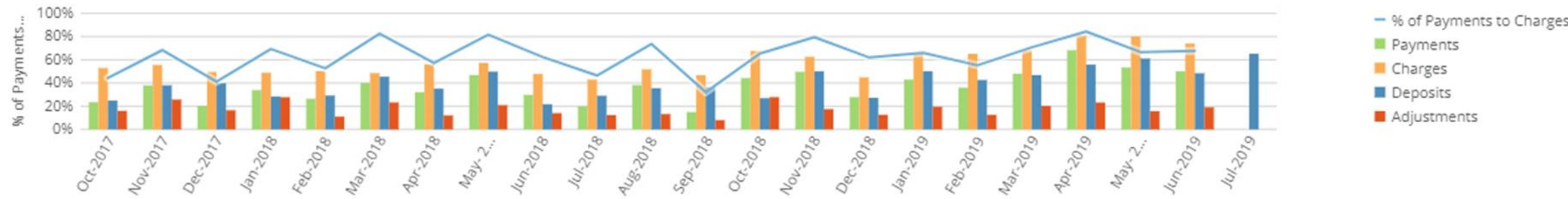
- Understanding our Data
- Reviewing and Monitoring
- Striving for Continuous Improvement

Daily Monitoring Reports

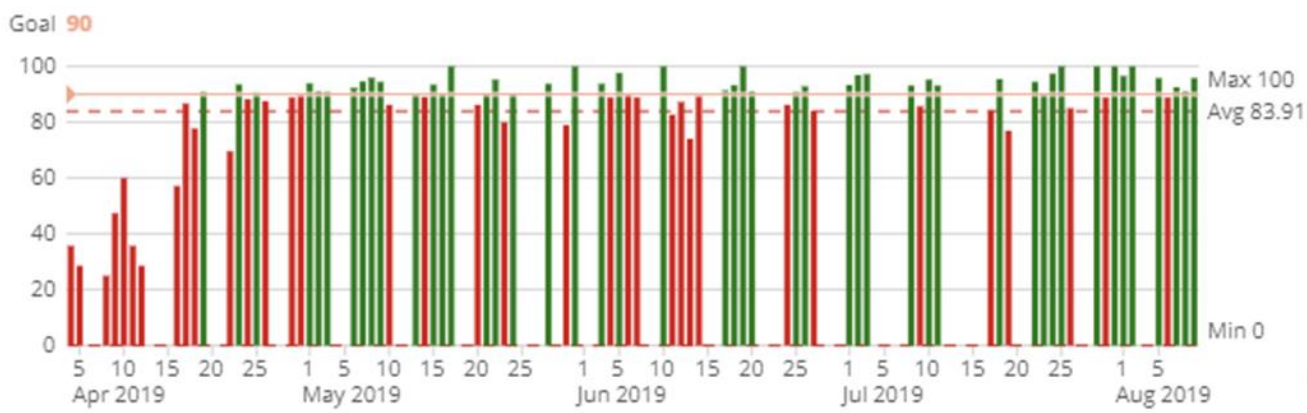
Clinic Visit All Clinicians
by Day



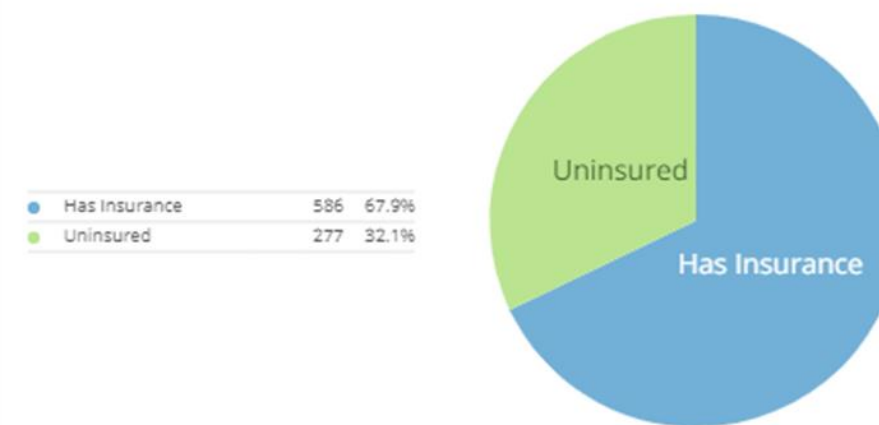
Charges/Receipts/Deposits
by Month



VOB Summary
by Day

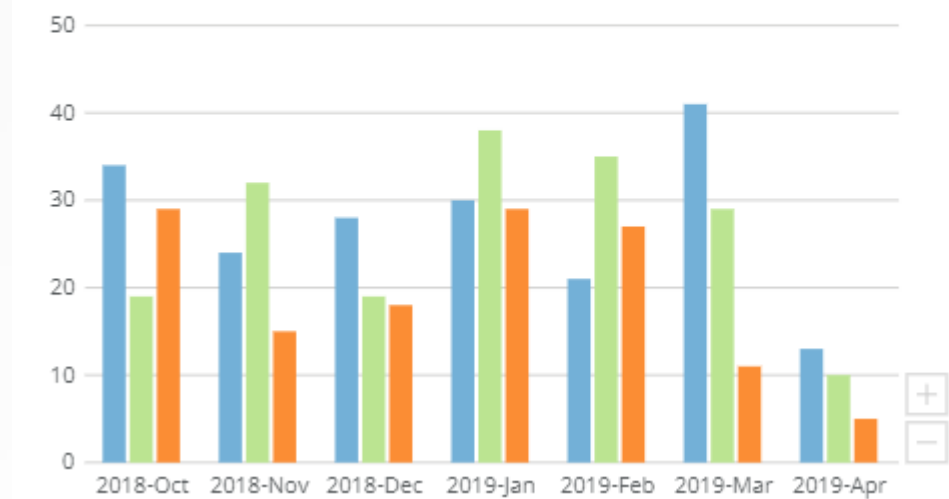


Total Insured



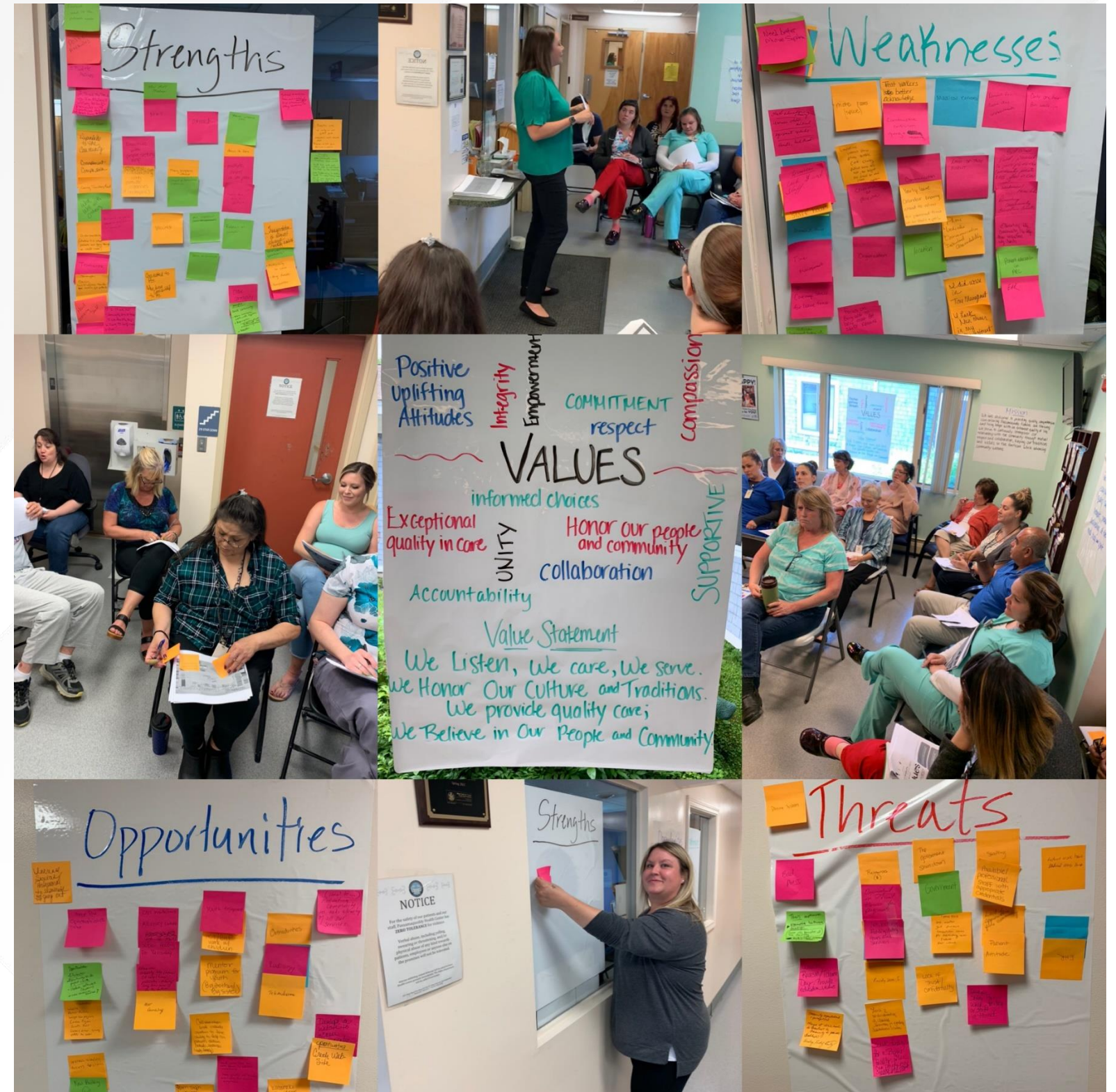
Clinician Procedure Totals
by Month

507 Total Procedures



Identifying Future Direction

- Identified a need for Strategic Plan for the Facility
 - S.W.O.T Analysis
 - Revised our Mission, Vision, Value Statement
 - Working on a 1 Year Strategic Plan



QUESTIONS?