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Optimizing revenue using data to drive insights that lead to smart solutions

Revenue Integrity Series

Massachusetts Health Data Consortium

CHANGE HEALTHCARE™

Introduction

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Defining Optimization.

optimize
[**op**-*tuh*-mahyz]

verb (used with object), **optimized, optimizing.**
1. to make as effective, perfect, or useful as possible.

Optimization is not only realizing the amount of net revenue a provider should receive, but also, and more importantly, identifying areas of opportunity and executing new processes to gain additional net revenue in an ever-changing reimbursement environment.

Enabling optimization requires access to data, as well as, the ability extract, transform, load, and develop intelligent algorithms that drive efficiency into existing workflow processes.

Most organizations are able to accomplish some of these tasks, but not all, limiting their ability to accomplish their “optimal” operational and financial goals.

The Challenges.

There are several trends the are universally recognized as having a significant revenue impact to providers in all segments and of all sizes:

- High deductible plans are now shifting the financial burden to patients.
  - Correspondingly providers need to manage patients as consumers including providing the type of payment flexibility common in more traditional retail markets.

- Contract pressure and complexity driving higher underpayments, denials, and ultimately lowering yields

- Consolidation and subsequent staff turnover leading to gaps in operational effectiveness

- Value base care models more closely linking revenue cycle management to clinical care

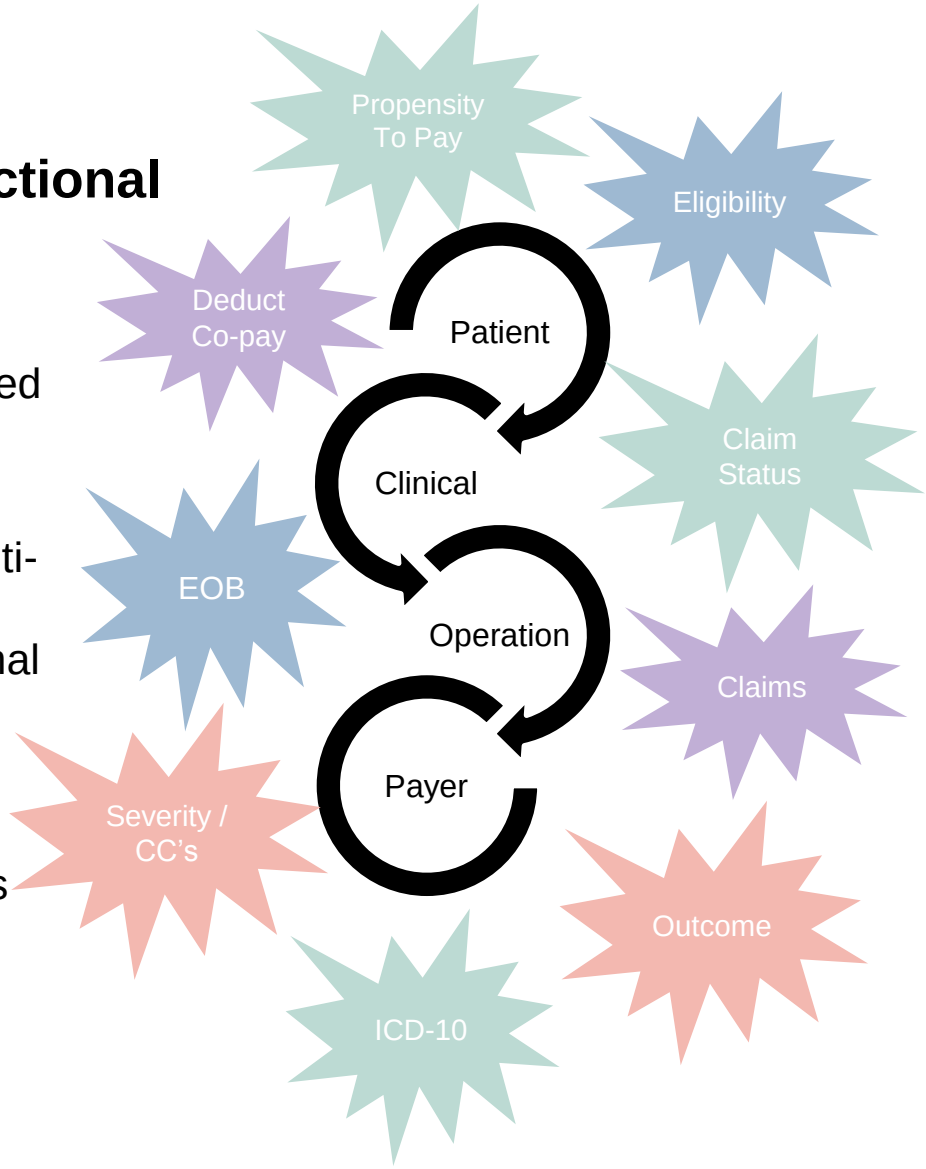
The Revenue Cycle.

Reality: Multi-Faceted & Multi-Directional

Traditionally Revenue Cycle has been viewed as a one directional, one faceted process

The reality is that the Revenue Cycle is multi-faceted and multi-directional creating an abundance of data, both internal and external

The integration of this data to provide intelligent analytics and insights into processes drives higher, effective outcomes and labor utilization



*Graph based on actual provider performance and is presented to demonstrate potential issue scope

How We Use Data.

Change Healthcare is uniquely positioned to deliver unique capabilities and services that enable our clients to significantly improve the revenue capture (minimize yield loss rate) in the face of these headwinds:

- Accurately value a claim and evaluate contract compliance
  - Identification of underpayments and denials
  - Benchmarking capabilities
- Create and distribute intelligent work queues for more effective work utilizing payer data and responses
- Leverage *machine learning* and other data algorithms to automate intelligent work queue creation as well as identify charging and documentation opportunities
- Provide guidance and intelligence related to the collectability of patient receivables
- Discover other sources of coverage previously undetected in the verification process
- Provide outsourced services to manage, collect or investigate

Driving Insights and Impact.

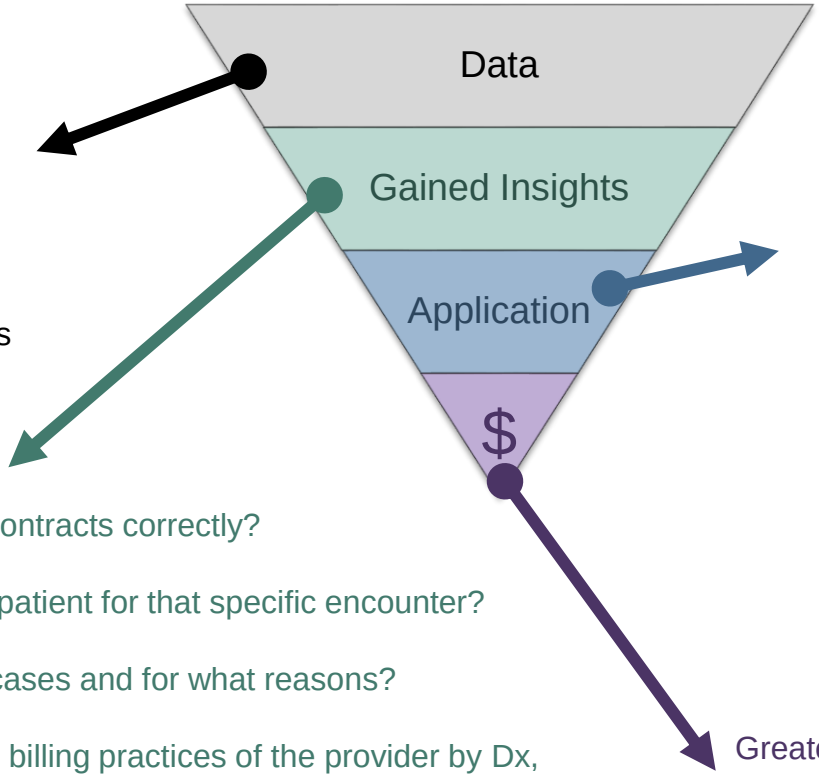
Remittance data / 835

Claims data / 837

Claim Status / 277

Eligibility / 271

Payment / Transactions



Which payers are paying contracts correctly?

How much is owed by the patient for that specific encounter?

What payers are denying cases and for what reasons?

What are the charging and billing practices of the provider by Dx, procedure, provider, etc.?

How fast does a specific payer pay a claim?

What is the payers appeal overturn/upheld rate?

What product (HMO/PPO) does the patient have?

Automated claim triage

- Denial identification root cause
- Variances due to product differential
- Variances caused from patient liability

Automated processing of eligibility based on coverage based denials

Intelligent work lists

- Payer payment response time-frames
- Real-time claim status
- “Success” based work prioritization

Auto-routed claims to specific teams for specific reasons based upon payer response

Greater ROI on labor expense

Creates scale for growth

Maintains sustainable improvement

Improved net revenue and profitability

THANK YOU

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