Revenue Cycle: Account Receivable/Management RoundTable and Open Forum Discussion the Account Management Practice of the Revenue Cycle

CYNTHIA LARSEN, ADRIAN LUJAN, GINA CARLTON, TASHINA BURNS, MARION KELLEY-JIM

IHS DBOE, OIT, FACILITY AND AREA SUBJECT MATTER EXPERTS

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Topics of Discussion

This is your meeting: The Audience will determine what direction we go in. Some Ideas to get you Started.

❖ Wheel of Fortune Versus Revenue Wheel (New Concept)

❖ Accounts Receivable Versus Account Management

❖ Oh how we have changed! Hospital Example - # of Accounts

❖ Debt Management Versus Debt Collection

❖ System Versus Process

❖ Miscellaneous Topics for Discussion

❖ IF Time Allows:
  ◦ Training and Workforce Development Workgroup Ideas
  ◦ ROM Discussion if Time Allows
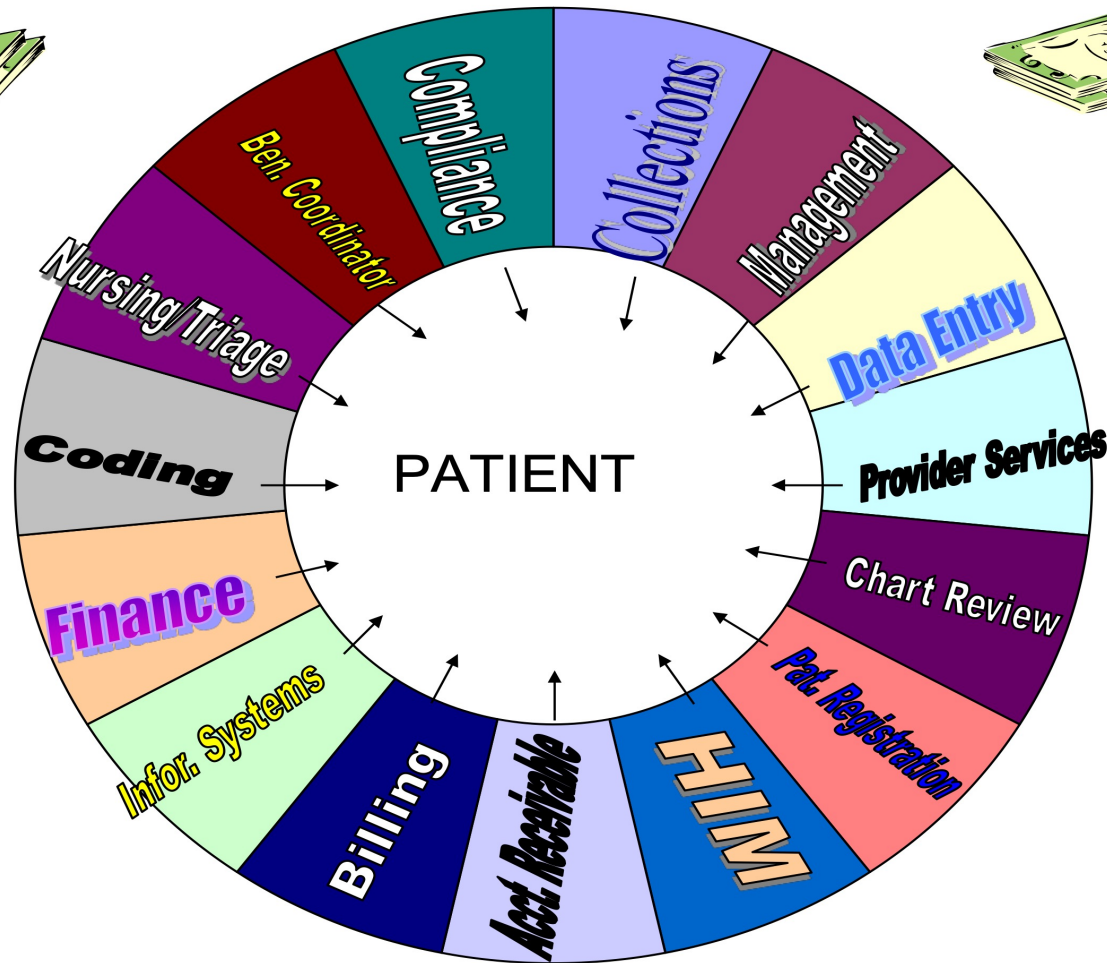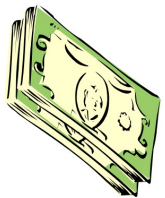
❖ Discussion, Feedback, and Q&As

Introductions

* Cynthia Larsen

* Adrian Lujan

* Gina Carlton

* Tashina Burns

* Marion Kelley-Jim

* Others

Purpose of this Presentation

It's all about the *DARE*. **Discussion, Assessment, Resolution, and Evolution** of the day to day issues, concerns, ideas, etc within our Account Management/Accounts Receivable world. Be prepared to present your issues, questions, concerns and ideas to this group of subject matter experts. Whether it is about policy, systems, processes, training, or innovative ideas, all will be documented with the intent of providing a resolution.
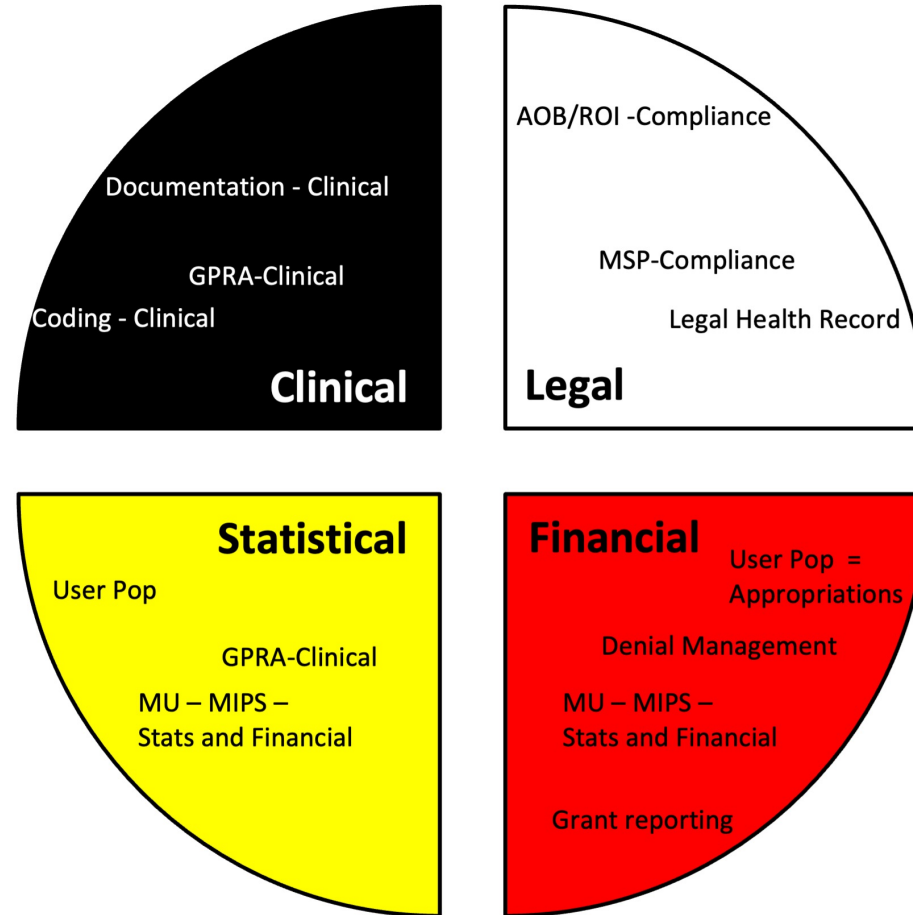
TO GET YOUR QUESTIONS ANSWERED

"WHEEL OF FORTUNE"

It's more than collections....
contributing to the stability of the Agency

Clinical
- Documentation - Clinical
- GPRA-Clinical
- Coding - Clinical

Legal
- AOB/ROI -Compliance
- MSP-Compliance
- Legal Health Record

Statistical
- User Pop
- GPRA-Clinical
- MU – MIPS – Stats and Financial

Financial
- User Pop = Appropriations
- Denial Management
- MU – MIPS – Stats and Financial
- Grant reporting

Account Management versus Accounts Receivable in Healthcare

Accounts Receivable Management (Account Management)

(ă-kownts rĕ-sēvă-bĕl manăj-mĕnt) Processes involving insurance verification, insurance reimbursement issues, counseling, preauthorization of services, monitoring billing and claims, and account follow-up.

Accounts Receivable

(AR, A/R) (ă-kownts' rĕ-sē'vă-bĕl) The aggregate of money owed to the health care practice by all patients and/or insurers.

Oh How we have Changed! Number of Accounts

Claims Billed	Visit Type	FY01	Column2	Visit Type2	FY22
Hospital	IP	535	Hospital	Oth	963
	Anc	1		IP	337
	OP	19936		OP	32595
	ASC	77		Immun	3351
	Pharm	8		Observation	65
	Dental	691		PT	4
	Prof Comp	1246		ER	63
				MV	4
		22,494		OPT	16
				TM	216
				ASC	98
				POS	50666
				MH	127
				Rad	2692
				Med/Surg	1139
				Anes	8
				Opt	1444
				Rad	390
				Lab	1031
				Pharm	664
				Dental	1537
				Prof Comp	3401
					100,811
					78317
					348.17%

Collection Example

Allowance Cat	Amount Collected 2010	% Inc/Dcr 2010	Column4	Amount Collected 2022	2022%	Column7	% Inc/Dcr 2022
Collections by Allowance Category							
13 year comparison							
	2010 % of Total			**2022** % of Total			% Inc/Dcr
Agency Wide							
Medicaid	$487,231,553.58	69.20%		$1,206,302,011.76	71.75%		147.58%
Medicare	$133,433,838.50	18.95%		$253,618,588.52	15.09%		90.07%
Priv Ins	$81,006,390.72	11.50%		$210,496,803.11	12.52%		159.85%
VA	$0.00	0.00%		$7,201,505.73	0.43%	NA	
Other	$2,428,832.49	0.34%		$3,594,955.79	0.21%		48.01%
Total	**$704,100,615.29**			**$1,681,213,864.91**			**138.77%**

Debt Management Versus Debt Collection

Understanding the Different Terminology

Debt management refers to the process of organizing and controlling debt in a way that minimizes **financial risk** and maximizes the ability to meet **financial goals**.

Debt collection is when a collection agency or company tries to collect past-due debts from borrowers.

Lets discuss your issues with the Debt Collection Program at your Facility/Area

Changes in the Policy – What are they really
- 180 Days to 120 Days
- Minimum of 1 debt letter from 3

Systems Versus Process

Systems

a set of things working together as parts of a mechanism or an [interconnecting](#) network.

Process

a series of actions or steps taken in order to achieve a particular end.

❖You can accomplish one with out the other

❖Lets discuss any issues you may have in the Account Management System or Process that you would like resolution for.

Miscellaneous Ideas

❖ Posting

❖ Refunds

❖ Electronic Posting

❖ Unallocated Cash

❖ Write Off Versus Adjustment

❖ Reconciliation

❖ Debt Management

❖ System Questions

❖ Etc.

Discussion, Feedback, and Q&As

This isn't just about Leaderships Ideas of change and growth. As the valuable resources to our Agency, we want to hear from you? What are your ideas? Thoughts? Inovations? Needs?