

Charge Integrity

Effectively capturing all charges related to providing healthcare services is a challenge that can have a significant impact on a hospital's bottom line. It requires:

- Knowledgeable staff with up-to-date information on payment rule changes;
- Coordination between various departments;
- Experience and understanding of IT systems and interfaces; and
- Effective policies and procedures designed to test consistency of processes and to determine if systems are working as intended.

In today's highly complex, ever-changing healthcare environment, you need a monitoring tool that makes the process more efficient; one you can leverage to identify missed charges and any associated potential process breakdowns.

The CHAN Healthcare Revenue Charge Capture Continuous Monitoring Tool reduces the risk of revenue cycle leakage and other potential charging issues by performing a series of tests designed to identify potential missed or incorrect charges. This CHAN Healthcare Tool uses Health Information Management (HIM) and billing data received through automated interfaces to perform these tests. Results are produced to allow validation of potential issues by Management and include but are not limited to:

- **Performance** – Continuously monitors the revenue cycle process to assess whether charge capture controls implemented by Management are working effectively and consistently.
- **True Data** – The Tool receives data through nightly automated file transfers and leverages proven testing methodologies to meet your specific monitoring and reporting needs and to minimize false positives. Custom tests can also be created to provide you with additional data.

- **Compliance Insight** – Reveals potential compliance concerns by providing insight into potential regulatory noncompliance.

CHAN Healthcare has specific charge capture tests for the following departments:

- Emergency Department
- Cath and EP Lab
- Interventional Radiology
- Surgery
- Pharmacy
- Laboratory
- Diagnostic Radiology
- Oncology
- Maternity

Our customizable, automated reports provide you with the financial and revenue cycle analysis information you need to gain insight into areas of opportunity for improvement, all at the touch of a button. Access to this information increases your ability to manage risk and improve performance.



Benefits

Considering the impact of revenue cycle leakage, the benefits of utilizing a Revenue Charge Capture Continuous Monitoring Tool can provide your organization:

- Greater efficiency, enhanced controls, earlier information and reduced complexity.
- More time for value-adding analysis instead of error correction.
- Reduced margin erosion in order to increase profits.

Contact Information

For more information, please contact:

Jerry Lear
Senior Vice President
+1 513 639 0147
jlear@chanllc.com

Terri Allen
Data Analytics Audit Director
+1 501 552 6506
tallen@chanllc.com

About CHAN Healthcare

Formed in 1997, CHAN Healthcare provides internal audit and targeted consulting services to more than 700 hospitals and healthcare organizations across the country. Our approach and operating philosophy make us an industry leader in internal audit services focusing on improving healthcare system operations.

About Crowe Horwath LLP

Crowe Horwath LLP is one of the largest public accounting and consulting firms in the United States. Under its core purpose of "Building Value with Values,®" Crowe uses its deep industry expertise to provide audit services to public and private entities while also helping clients reach their goals with tax, advisory, risk, and performance services. With a total of more than 3,000 personnel, Crowe and its subsidiaries have offices coast to coast. The firm is recognized by many organizations as one of the country's best places to work. Crowe serves clients worldwide as an independent member of Crowe Horwath International, one of the largest global accounting networks in the world, consisting of more than 150 independent accounting and advisory services firms in more than 100 countries around the world.