



DIVURGENT

Revenue Cycle Management Transformation

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Company at a Glance

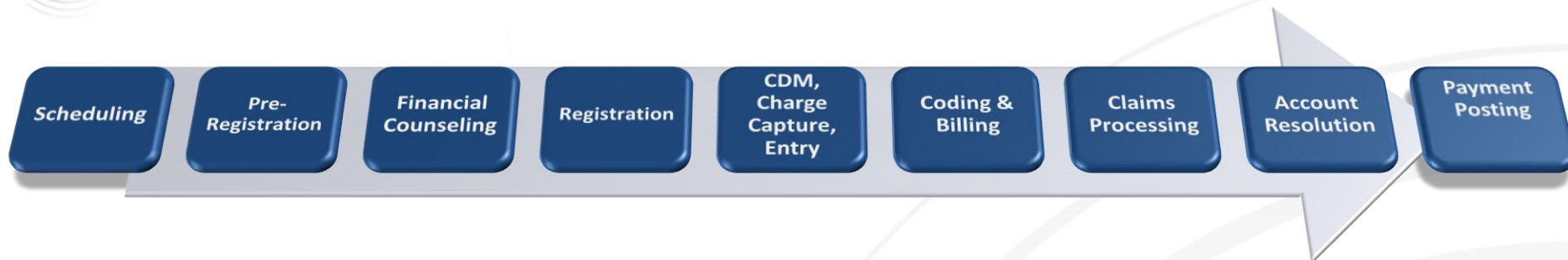
- Offices: Virginia Beach, Virginia / Dallas, Texas
- Clients include:
 - Integrated Delivery Networks
 - Critical Access Hospitals
 - Physician Offices
 - Community Hospitals
 - Group Purchasing Organization's
 - Healthcare Vendors
- Industry leading advisory board
- 100% client satisfaction
- Clinical resources (RN, PT, RPh, MD, NP)
- Operational roles (CFO, COO, CMIO, CIO, CNO)
- Proven methodology
 - Vendor Selection
 - Project Management
 - Meaningful Use Gap Analysis
 - Clinical Transformation
 - Change Management
 - Systems Implementation
- Practices: Advisory, Project Management, Revenue Cycle



Revenue Cycle Management

- Billing Process and Workflow Improvements
 - Front office through collections workflow analysis
 - Consolidations/centralization of Revenue Cycle functions
 - Define processes and systems to reduce errors, bill hold days, and claims denials
 - Define economy of scales within support staff
- Patient Access Optimization
 - Enhancing patient throughout
 - Workload balancing
 - Organization and interdepartmental communications
- CDM Reviews, Optimization, Compliance
 - Consolidated CDM charges and benchmarking, CPT, HCPCS, Rev Codes
 - Department, facility, and organization wide focus
 - CDM management, optimization, compliance
- Industry Knowledge and Expertise
 - Education
 - Interim management and support
 - 5010 & ICD10 Strategy & Implementation

Typical RCM Key Objectives



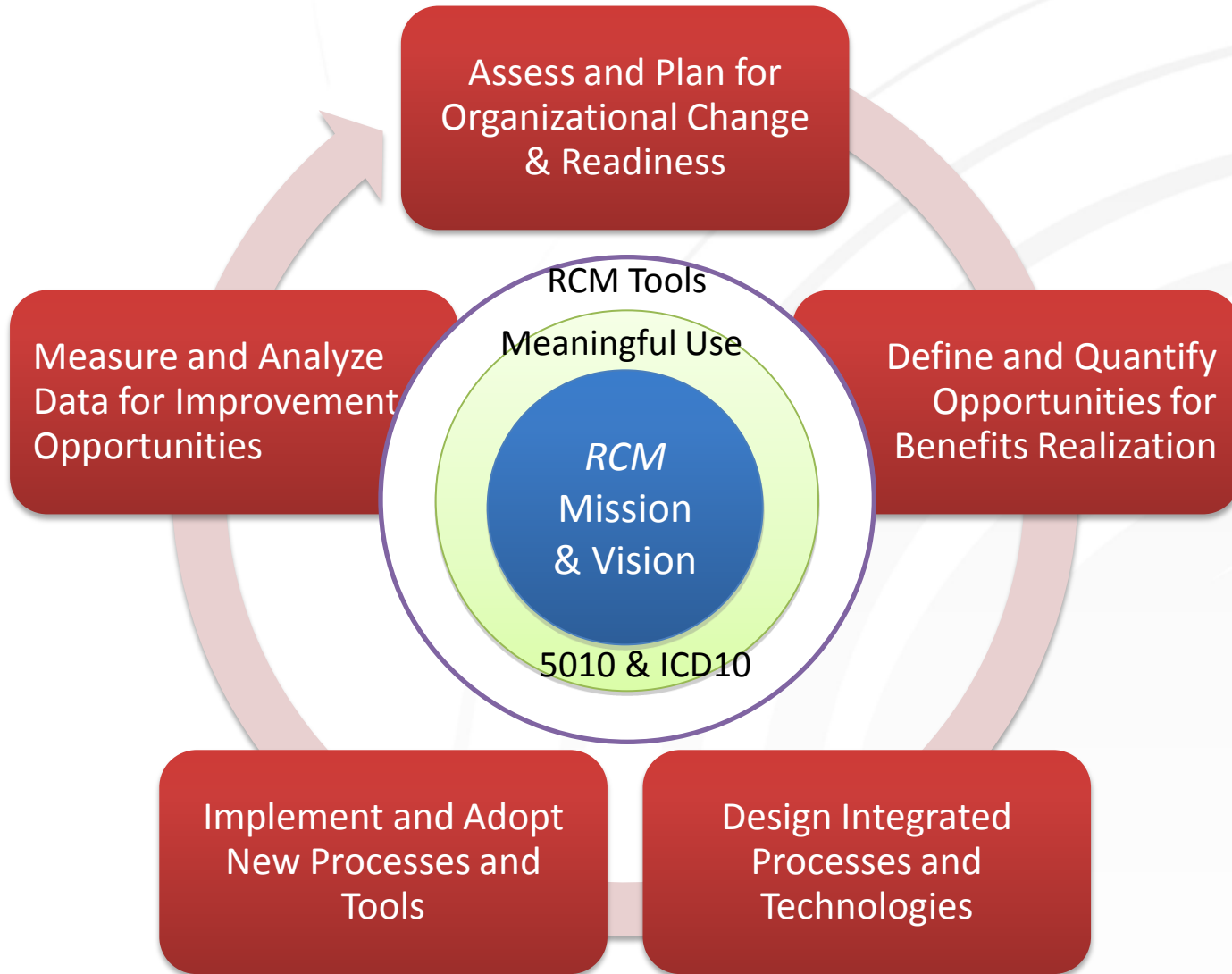
- Optimize and/or create an effective Centralized Business Office (CBO)
 - Hospital billing
 - Physician billing
- Enhance and promote consolidated Scheduling and Registration operations
 - Enterprise Master Patient Index (EMPI)
 - Standardized patient registration across entities
 - Standardized scheduling
- Achieve a standardized Charge Description Master (CDM)
 - CDM centrally managed
 - Allow for variable pricing
- Impart Organization Management Structure
 - Leadership
 - Support staff



Additional RCM Objectives

- Determination of effective credentialing department
 - Business operations require close supervision of this department in order to decrease denials due to credentialing and delays in payment
- Development of centralized coding department
 - Accurate and complete coding for all specialties is required to allow for timely processing of payment
 - The business office should oversee this function
- Development of centralized compliance department
 - The compliance department would be responsible for managed care contract negotiations and correct payment from third party payers
 - Initiating and achieving billing integrity

DIVURGENT's RCM Transformation Approach



DIVURGENT's RCM Transformation Approach

Assess and Plan for Organizational Change & Readiness

- Align activities with organization's Mission, Vision, and Values
- Leverage current Governance Structures
 - Organization level
 - Project level
- Conduct Organizational RCM Assessment
 - Business Needs Assessment & Strategic Definition
 - Business Model Assessment
 - Technology Assessment, Findings, and Recommendations
 - Current and future performance improvement methods/approach
 - Fiscal assessment, impacts, and opportunities
 - RCM Change & Readiness Assessment
- Prepare Organizational Change & Readiness Plan to remediate any gaps, align project with organizational and implementation goals, and define the future

DIVURGENT's RCM Transformation Approach

Define and Quantify
Opportunities for
Benefits Realization

- Define the opportunities for improvement
- Define the baseline metrics for the organization
- Create measurement process and tools
- Establish organizational structure to support change

DIVURGENT's RCM Transformation Approach

Design Integrated
Processes and
Technologies

- Leverage performance improvement approaches
- Workflow analysis and design
- Technology design approach plan
- Vendor alignment with organization and RCM business models
- DIVURGENT's methodology aligns with and does not replace the implementation approach offered by the RCM vendor(s)

DIVURGENT's RCM Transformation Approach

Implement and Adopt
New Processes and
Tools

- Activation Plan
 - Testing plans and tools
 - Training/Education plans and tools
 - Activation (Go-Live) support plans, tools, and approaches
 - Activation resource planning and support
 - Issues and Risks management
- Adoption
 - Monitoring process and data collection
 - Status reporting
 - Remediation planning and deployment
 - System optimization plans

DIVURGENT's RCM Transformation Approach

Measure and Analyze
Data for Improvement
Opportunities

- Did the design capture the data for measurement?
- Was measurement reporting included in design?
- Continuous feedback process?
- Future strategy and/or optimization plans
- Business intelligence?
 - Modeling
 - Benefits Realization