

Healthcare system enhances charge capture process and boosts bottom line*

Client's challenge

The very nature of a busy hospital's 24-hour operations makes it exceedingly difficult to track every billable service it provides. Further complicating this challenge is the necessity of adhering to the ever-changing regulations and guidelines continually issued by Medicare and private payers.

A healthcare system encompassing 10 hospitals was not capturing all of its billable services. This cost the organization essential payer revenue in an increasingly cash-strapped healthcare marketplace. The healthcare system looked to PricewaterhouseCoopers (PwC) to assess its existing charge capture processes, recommend opportunities for improvement, and identify strategies to collect reimbursement it was entitled to for the services it provided. The client specifically asked PwC to implement a "train-the-trainer" approach to help its revenue integrity staff sustain accurate billing processes and outcomes.

PricewaterhouseCoopers' Advisory solution

The PwC Advisory team worked closely with the client to assess and quantify its charge capture opportunities within the confines of complex payer guidelines. The team identified ways for the client to enhance its bottom line by improving its charge capture, billing reconciliation, and revenue tracking procedures.

The team also developed a "train-the-trainer" methodology by enlisting input from the firm's subject matter specialists. The credibility of these individuals helped achieve buy-in from the healthcare system's clinical staff, a critical component for attaining and implementing sustainable change.

Impact on client's business

The client has improved its ability to bill and collect more accurately and efficiently for its services and now educates its clinical staff about sustainable best practices. With its strengthened internal resources, the client has improved its payment outcomes. It is better equipped for a cycle of continued internal education that will maintain its revenue stream.

Contact

Jane Moh
(703) 918-1412
jane.moh@us.pwc.com