



GET TO KNOW BDO HEALTHCARE

Revenue Cycle Optimization

BDO[®]

A treatment plan for financial health

Healthcare organizations are challenged with maintaining efficient and effective revenue cycle operations while supporting changes in clinical care models, organic growth, mergers and acquisitions and private equity activity, pressure from healthcare payers and ever-changing regulatory requirements — all while providing excellent care to patients.

To overcome challenges and thrive, healthcare organizations must address revenue cycle optimization opportunities through patient engagement, clinical integration, workflow efficiencies, information system functionality, implementing digital tools and aligning scarce resources to revenue protection activities.

Revenue cycle optimization can help you address common challenges like:

Decreasing volume, net revenue
and an eroding cash position



Increasing denials and accounts
receivable balances



Inefficient clinical documentation,
charge capture and coding



Failing to meet quality and financial
performance benchmarks



If you're experiencing any of these challenges, [BDO's Revenue Cycle Optimization Solutions](#) may be right for you.



Our Approach

Our team of experienced professionals supports various types of provider organizations and health systems across all stages of the revenue cycle optimization process:

Assessment

We begin with a detailed assessment to determine steps and identify key initiatives to prioritize and what initiatives to prioritize that are most likely to produce the most financial improvement in the shortest amount of time.

Enablement

Our team starts with data collection, analysis and benchmarking. We'll use this information to understand where things stand in your organization and compare them against others in your industry. During the next phase, we'll use this data to concentrate on specific metrics we can improve.

Discovery

We spend the next several weeks focused on examining pre-visit, front-end, mid-cycle clinical/operational, mid-cycle/operational and back-end workflows, as well as metrics, technology and staffing enablement.

Development

After we have collected and analyzed your data, we will work with you to build a revenue management optimization plan. We focus on net revenue growth, protection and cash acceleration by harmonizing people, processes and technology.

Optimization

Your priorities and our experience will fuel the use of our findings to design and implement improved workflows, efficient staffing models and reconfigured systems. Our team will provide training to employees, including providers, support staff and revenue cycle leaders. All strategies will be designed to enable sustained revenue improvement and growth.

Key Components Of Revenue Cycle Optimization

Front-End

Referral/Order Management

Scheduling & Registration

Patient ID & Demographic Verification

Eligibility & Benefits Verification

Prior Authorizations

Patient Bill Estimation

Financial Counseling

Point of Service Collections

Middle

Utilization Review

Health Information Management

Clinical Documentation Integrity

Coding Reviews & Management

Chargemaster Management

Pricing/Charging

Revenue Integrity & Charge Capture

Clinical Appeals & Audit Management

Back-End

Customer Service, Self-Pay
& Bad Debt Management

Denial & Audit Management

Underpayment Recovery

Payer Audit Management

Accounts Receivables Management

Claims & Remittance Management

Key Performance Indicator (KPI)
Review & Benchmarking

Cash Management

Centralized Billing
Department Development

Vendor Evaluation, Selection
& Management

Other Services

Credentialing

Interim Management

Data Analytics

Technology & Systems Selection,
Optimization & Implementation

Training & Education

Regulatory Compliance Review
& Operational Development

Bundled Payments

Code Set Implementation

Contract Management & Modeling

Integration with Revenue Cycle
& General Ledger Reporting

Client Outcomes



Increased volume,
net revenue and accelerated
cash collections



Reduced accounts
receivable balances



Enhanced documentation
and coding to ensure
complete and accurate
reimbursement, including
value-based contracting



Cost-to-Collect
reduction



Analysis of operational and
revenue cycle performance
against industry benchmarks
and best practices for
organizational improvement

Why Choose BDO

We are ready
for anything



Disruption in the healthcare industry and the global economy is dynamic. We understand that planning for the future and ensuring organizations are prepared for whatever comes next is crucial. We're here to help address the difficulties organizations are facing now and to set you on the path for growth. Revenue cycle management optimization is just the first step.

We have
the experience



Our team is made up of knowledgeable consultants and former healthcare leaders who've been in your shoes. We work with organizations of various sizes and types and know the importance of ensuring your organization is not only staying afloat — but thriving.

We manage change so
you don't have to



We understand that healthcare systems don't have the luxury of pausing services during organizational change. Our team creates a roadmap, executes strategy and provides any management support necessary. We'll help make changes that enable your organization to optimize its revenue cycle and make processes more efficient and effective.

Our Success Story

Achieving a \$41 million increase in monthly charges through revenue cycle optimization

THE CHALLENGE

An academic medical center with seven hospitals and 1,700 physicians was facing several costly challenges including a lack of KPI management, an unoptimized legacy EHR system with numerous third-party integrations, inefficient processes and an absence of standardization. The organization also had initial and terminal claims denials accounting issues for more than \$10 million worth of revenue and approximately \$3.3 million of bad debt annually.

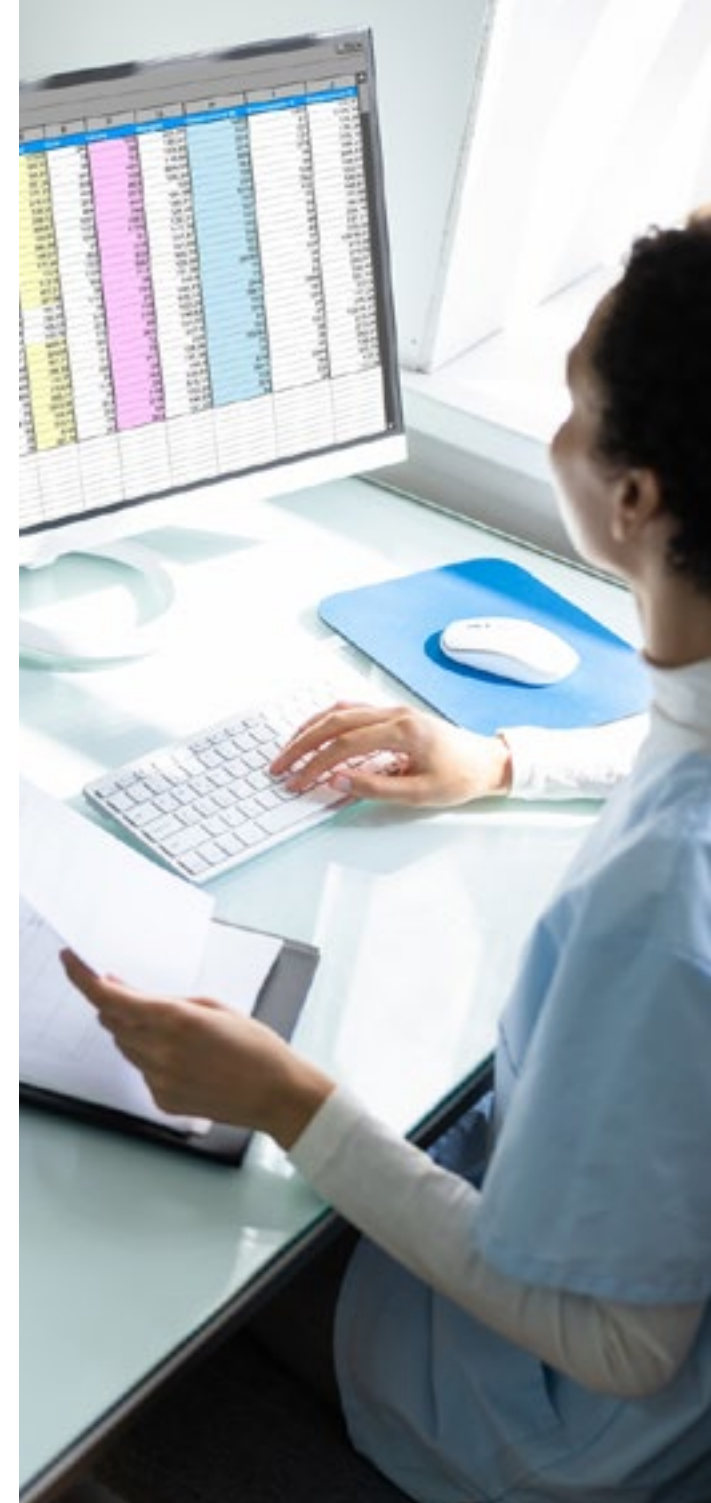
OUR SOLUTION

BDO performed a comprehensive assessment of the medical center's revenue cycle operations to understand the current processes and rethink its revenue cycle management processes. This included validating performance metrics and identifying opportunities for improving the efficiency and effectiveness of operations. From there, we worked to develop and implement a performance improvement roadmap. As part of this strategy, we took the following steps:

- ▶ We redesigned the organizational structure to more effectively allocate staff to workstreams and reviewed and revised job descriptions to align roles and responsibilities with the organization's EHR system.
- ▶ Our team consolidated payers/plans to improve registration and real-time eligibility (RTE).
- ▶ We improved dashboard and KPI reporting to provide supervisors, managers and executive leadership with visibility into revenue cycle performance.

THE RESULT

- ▶ The medical center experienced a \$41 million increase in monthly charges, a reduction in claims denials and improved its Cost-to-Collect from the bottom quartile to above the industry median (Vizient/FPSC).
- ▶ Overall accounts receivable decreased by 17%, despite a 6% increase in volume.
- ▶ Days in accounts receivable were reduced by 26%.



Ready to optimize your revenue cycle management? [Reach out for a quote today.](#)

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The BDO Center for Healthcare Excellence & Innovation unites recognized industry thought leaders to provide sustainable solutions across the full spectrum of healthcare challenges facing organizations, stakeholders and communities. Leveraging deep healthcare experience in financial, clinical, data analytics and regulatory disciplines, we deliver research-based insights, innovative approaches and value-driven services to help guide efficient healthcare transformation to improve the quality and lower the cost of care.

About BDO USA

At BDO, our purpose is helping people thrive, every day. Together, we are focused on delivering exceptional and sustainable outcomes — for our people, our clients and our communities. Across the U.S., and in over 160 countries through our global organization, BDO professionals provide assurance, tax and advisory services for a diverse range of clients.

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