

# Modernize your revenue cycle. Maximize your bottom line.

**“But that’s how we’ve always done things”:** seven words that can seriously impact financial outcomes for your healthcare system and its patients. Revenue cycle best practices evolve constantly, and it can be challenging to track them all. Could outdated processes and systems be causing unseen leaks in your cash flow? We can help.



Our hands-on consulting services can improve results across your revenue cycle by: evaluating your systems and processes, comparing them to industry benchmarks, presenting recommendations, and implementing changes that deliver positive, lasting, and measurable revenue cycle improvement.

Our expertise covers:

## Revenue Integrity Services

### Health Information Management (HIM)

- Assess current processes and recommend improvements
- Provide a comprehensive, accurate review of coding, billing, and reimbursement practices for your HIM areas
- Identify areas of risk and suggest actions for optimizing your revenue cycle, including solutions that can quickly reduce discharged, not-final-billed claims
- Train your staff on coding and other educational needs

### Pre-billing / claim editing

- Evaluate existing system edits and recommend corrections to reduce denials
- Implement strategies to isolate and quantify key pre-billing and claim editing issues
- Deliver a written report, with suggestions that can help ensure permanent billing improvements

### Clinical Documentation Improvement (CDI)

- Assess current program and document suggestions for improvement
- Provide staff training and education
- Develop query templates
- Oversee and project-manage software implementation
- Provide interim management
- Deliver remote clinical documentation

## Four steps to success

Using our four-step, time-tested approach, we deliver detailed guidance that’s tailored to your unique goals and challenges.

- 1** Observe, analyze, and assess your **current workflows** and their impacts on your revenue cycle
- 2** Analyze **key data** (e.g., dashboards, productivity, and other metrics).
- 3** Present **key findings** in person.
- 4** Submit a **written report**, documenting all findings and recommendations.

Of course, we also are available for **on-site implementation** of new systems and workflows.

## Charge Description Master (CDM)

- Review existing CDM, then recommend and implement improvements
- Train staff on the changes
- Provide ongoing maintenance and support

**“Xtend not only has been instrumental in positive outcomes on our financial statements, but they also have offered recommendations and consulting to assist with the overall improvement of the complete revenue cycle.”**

— Illinois hospital client

## Patient Access Services

### Scheduling

- Assess process and workflow, from both consumer and reimbursement perspectives
- Recommend improvements to align with best practices

### Pre-admitting / pre-registration

- Review current operational workflows
- Present new technology recommendations
- Review and update policies and procedures to optimize capture of required data
- Train staff on the changes

### Admitting / registration

- Assess current processes and recommend improvements (e.g., technology enhancements and workflow process changes to streamline team functions)
- Provide a written report with detailed policy and procedure recommendations that can minimize errors and enhance the quality of information gathered

### Financial counseling

- Provide a written report with training recommendations that can improve your patients' experience and ensure your team collects and resolves balances in an efficient, patient-centered way

### Insurance verification

- Provide recommendations (e.g., enhanced technologies, automation, training) for your personnel, to improve workflows, streamline collections, and reduce denials

## Patient Financial Services

### Billing

- Evaluate processes, technologies, and employee skill sets
- Deliver a written report with guidance for long-lasting improvements in speed and accuracy

### Pre-collections

- Evaluate customer service sequences and statement processes, structure, and timing
- Identify improvement opportunities for self-pay collection processes
- Ensure you engage external collection agencies only for true bad debt accounts

### Follow-up collections (third-party and self-pay)

- Identify and implement workload management improvements with a focus on benchmarks and measurement
- Deliver a written report with advice for aligning work with resources to maximize revenue

### Bad debt

- Compare processes with national standards
- Recommend and implement a bad debt reduction plan that measures and reports on external collection agencies' performance

**Contact us today.** Let's start modernizing your revenue cycle.

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