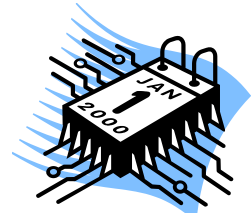
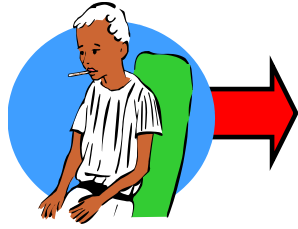


Intro to Revenue cycle  
& Cash Package  
for the Ryan Director



Appointment Scheduling



Patient Registration



Visit w Provider



Documentation & Coding

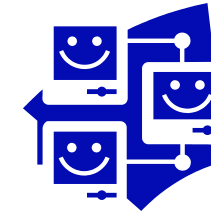


Legal Collections



A/R Follow-up

# The Revenue Cycle



Charge Processing



Secondary Claims/  
Guarantor Billing



Resubmission & Appeals



Payment Processing



Claim & Statement Production

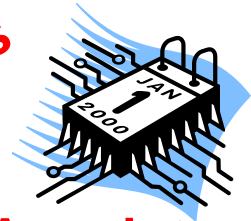
# Revenue Cycle, Reimbursement and Denials

- Failure during one step in the cycle causes payment denial
- Each person involved is an essential part of the process
- The revenue cycle is your key to financial sustainability
- Reimbursement can lead to great successes (bonuses, service expansion, acclaim)
- Denials can lead to failure (loss of staff, inability to expand, loss of program)
- A functioning revenue cycle is important for patient satisfaction

# Finding the financial players

- Contracting department (insurance contracts)
- Professional billing team (“Pro-fees”)
- Hospital billing team (“Facility fees”)
- Coders / Revenue integrity team
- Department Administrative staff (CAO, fund managers, grant managers)
- Front office/registration staff
- Other physicians
- Office managers
- Hospital admissions/registration staff

**Primary things for Ryan Directors**

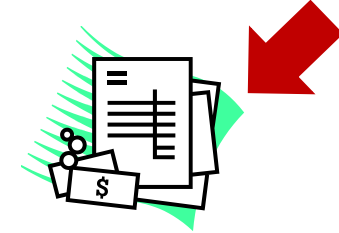


**Appointment Scheduling**

Patient Registration



**Visit w Provider**



**Documentation & Coding**

Legal Collections



**A/R Follow-up**

# The Revenue Cycle

Charge Processing

Secondary Claims/  
Guarantor Billing



**Resubmission & Appeals**

Payment Processing

Claim & Statement Production

# What are some things that I can do?

## Ryan Directors (MD)

- Learn how to code accurately
  - Attend coding workshops
  - Ask experienced coders to audit you
  - Read your (up to date) CPT and ICD 10 books
  - Be familiar with Medicare guidelines
- Be thorough and accurate with your documentation
  - Make the reader feel how much work you put into each case!
  - Document the amount of time spent (especially for counseling and coordination of care)
  - Use smart templates (for EHR) that will prompt you for all elements, but make sure you are actually changing things depending on what happened
- Learn about different insurance types and how they work

# What are some things that I can do?

## Ryan Managers

- Set up meetings with key revenue cycle players
- Set up a program specific cost center and bill area
- Shadow appointment scheduling and registration staff (learn from them and identify areas of improvement)
- Learn about coding (consider becoming a certified coder)
- Learn about insurance (basics, which insurance types you can accept, how to verify benefits, etc)
- Try to obtain denial details/other financial performance data
- Read medical documentation/conduct chart audits
- Compare what was documented with what was billed
- Set up a cash package

# Avoid Billing Headaches!

## **Preauthorize**

- Ask about common possible charges: miscarriage, IUDs, genetic testing
- Keep running list for insurance company access info (who to call and who can check online)
- Remember to check again at the beginning of a month

# Avoid Billing Headaches!

## **Explain her insurance to her**

- Help patient decide deductible vs. self-pay
- Handouts and language so that patients understand how insurance works
- Note for providers with details of coverage, deductible and co-insurance

- Who can you bring to the meeting?
- Who should be at the table?
  - Hospital billing director
  - Patient financial services
  - Admissions/surgery

**Determine Cost,  
Volume &  
Reimbursement**

- What is the annual patient volume by procedure type?
- What is the ratio of reimbursement to charges?

**Negotiate  
with  
Hospital &  
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**Cash  
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**Assess  
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- What services within your hospital are offered with an option to cash pay?
  - REI procedures
  - Deliveries
  - Cosmetic Surgery
  - Gastric By-pass

**Network  
with  
Colleagues**

- Who provides abortion services within your community?
- What needs do you fill that these providers cannot offer in their setting?

# Self-pay “dummy codes”

- “Self-pay discount” Made pretend codes for bundled abortion package
- Amt based on community norms, discussions with administration
- Cannot go back and bill insurance (not itemized with CPT codes)
- Cannot apply to deductible
- We give patients a “self-pay” handout that explains the terms

# Vocabulary

- Revenue Cycle
- COST CENTER/Bill Area
- Charge detail report
- BAS ( billing activity summary)
- RVU ( relative value unit, a work unit)
- Charge, Payment, Adjustment, Outstanding
- AR ( accounts receivable)
- DRO ( days receivable outstanding)
- Denials, debt write off, etc

# Procedure Codes( in office)

<b>Medical Abortion in the 1st Trimester (in office)</b>				
<b>Office Portion</b>	<b>Code</b>			
E/M Visit	99204			
Ultrasound	76815			
Mifepristone	S0190			
Misoprostol	S0191			
Follow-up visit	99214			
Follow up Ultrasound	76830			
Rhogam (possible)	J2790			
Rhogam injection code (possible)	90384			
Lab work	typically CBC, type and screen, possible Beta HCG			
<b>Surgical Abortion in the 1st Trimester (in office)</b>				
<b>Office Portion</b>	<b>Code</b>			
E/M Visit	99204			
Ultrasound	76815			
Misoprostol (possible) 200mcg x 2 tablets	S0191			
Paracervical block	64435			
Dilation&Curettage	59840			
Follow-up visit	99214			Most of time no follow up ultrasound
Rhogam (possible)	J2790			Path Fees no included
Rhogam injection code (possible)	90384			
Lab work	typically CBC, type and screen, possible Beta HCG			
Path Fees	Tissue exam			

# CPT codes

Procedure	CPT	Work RVU	Reimbursement
IUD insertion	58300	1.01	
IUD removal	58301	1.27	
Implant insertion	11981	1.48	
Implant removal	11982	1.78	
Implant removal and reinsertion	11983	3.30	
Tubal ligation pre-op visit			
Laparoscopic tubal ligation		3.94-5.91	
Essure sterilization	58565	7.12	
Hysterosalpingogram (professional fee)			
Procedure	CPT	Work RVU	Reimbursement
Insertion of cervical dilators	59200	0.79	
D&C for spontaneous abortion	59812	4.44	
D&C for missed abortion, 1 <sup>st</sup> trimester	59820	4.84	
D&C for missed abortion, 2 <sup>nd</sup> trimester	59821	5.09	
Diagnostic D&C	58120	3.59	
Therapeutic abortion, 1 <sup>st</sup> tri (D&C)	59840	3.01	
Therapeutic abortion, 2 <sup>nd</sup> tri (D&E)	59841	5.65	
Paracervical block	64435	1.45	
Ultrasound guidance for procedures (not only TOP but difficult IUD removal/insertion)	76998-26	1.20	
Abdominal ultrasound, pregnant	76815	0.65	
Vaginal ultrasound, pregnant	76817	0.75	
Vaginal ultrasound, not pregnant	76830	0.69	

# How much is charged? What is the fee schedule?

The screenshot displays the Epic EMR interface. The top navigation bar includes the Epic logo, a user profile icon, and several utility buttons: Change Context..., Schedule, Chart, Pregnancy Wheel, Pt Station, and In Basket. Below this, a secondary bar shows the last refresh time: 1/27/2019 8:39:57 PM, along with buttons for &D Manager, Open Chart, Comments, Message Log, Launch OBIX, Sign In, and Tx Test.

The left-hand navigation menu is expanded, showing a list of options. The 'Tools' option is highlighted in blue. A sub-menu is open for 'Tools', listing various utility functions. The 'Price Inquiry' option is highlighted in blue within this sub-menu.

The main content area of the interface shows a patient's chart for 'Ariel- x78945 Annie- x78939'. It includes buttons for 'very', 'FDU IP Overflow', 'Postpartum/Antepartum', '5EMS', and 'Nursery'. Below these are several tabs for different clinical areas: 'Treat...', 'Del T...', 'Attendi..', 'U...', 'S&.R...', 'G...', 'GA', 'Cx ...', 'Tim...', and 'ROM'.

# Price Inquiry

## Price Lookup

### Pricing Criteria

Date: 01/27/2019 User: CHEN, ANGELA Y

### Procedures

#	Code	Description	Modifiers	Quantity	Price	Fee Sch
X 1.	58300	INSERT INTRAUTERINE DEVICE		1 unit	310.00	300
X 2.	58301	REMOVE INTRAUTERINE DEVICE		1 unit	420.00	300
X 3.	11981	INSERTION DRUG IMPLANT DEVICE		1 unit	635.00	300
X 4.	11982	REMOVAL DRUG IMPLANT DEVICE		1 unit	916.00	300
X 5.	11983	REMOVAL W/ REINSERT DRUG IMPLAN...		1 unit	995.00	300
X 6.	59200	INSERT CERVICAL DILATOR		1 unit	320.00	300
X 7.	59812	SURG RX INCOMPLETE ABORTN		1 unit	1,400.00	300
X 8.	59820	SURG RX MISSED ABORTN,1ST TRI		1 unit	1,680.00	300
X 9.	59821	SURG RX MISSED ABORTN,2ND TRI		1 unit	1,690.00	300
X 10.	59840	INDUCED ABORTN BY D&C		1 unit	955.00	300
X 11.	59841	INDUCED ABORTN BY DIL/EVAC		1 unit	1,675.00	300
X 12.	64435	INJECT NERV BLCK,PARACERVICAL		1 unit	610.00	300
X 13.	76998	ULTRASONIC GUIDANCE, INTRAOPERA... 26		1 unit	301.00	300
X 14.	76815	US,PREGNANT UTERUS,LIMITED, 1/> FE...		1 unit	660.00	300
X 15.	76817	US,PREGNANT UTERUS,TRANSVAGINAL		1 unit	489.00	300
X 16.	76830	ECHOGRAPHY,TRANSVAGINAL		1 unit	684.00	300
<b>Total</b>					<b>13,740.00**</b>	

### Notes

- X Remove procedure from price lookup.
- \*\* The price lookup is just an estimate. Actual price may vary.

Procedure:

Modifiers:

Qty:

Add

Clear

Advanced Settings

# CHARGE DETAIL REPORT

CPT_COD	PROC_NAME	MODI	DX_CODES	CHARG	PAYMEN	ADJUSTMEN	OUTSTANDIN	RBR	PMT_RBRV	RVU_WO
59840	INDUCED ABORTN BY D&C		Z33.2	955.00	-782.15	-172.85	0.00	236.81	-330%	3.01
59840	INDUCED ABORTN BY D&C	22	O03.9	882.50	-732.12	-150.38	0.00	240.94	-304%	3.01
59840	INDUCED ABORTN BY D&C		Z33.2	955.00	-573.15	-381.85	0.00	238.71	-240%	3.01
59840	INDUCED ABORTN BY D&C		V61.7	690.00	-569.51	-120.49	0.00	235.37	-242%	3.01
59840	INDUCED ABORTN BY D&C		637.90	690.00	-564.74	-125.26	0.00	229.97	-246%	3.01
59840	INDUCED ABORTN BY D&C		635.92,655.83	706.00	-535.38	-170.62	0.00	230.13	-233%	3.01
59840	INDUCED ABORTN BY D&C		Z33.2	706.00	-528.37	-177.63	0.00	240.94	-219%	3.01
59840	INDUCED ABORTN BY D&C		Z33.2	955.00	-525.00	-430.00	0.00	236.81	-222%	3.01
59840	INDUCED ABORTN BY D&C		Z33.2	706.00	-524.28	-181.72	0.00	242.39	-216%	3.01
59840	INDUCED ABORTN BY D&C		V25.11,637.90,287	706.00	-508.72	-197.28	0.00	235.37	-216%	3.01
59840	INDUCED ABORTN BY D&C		635.92	706.13	-508.72	-197.41	0.00	235.37	-216%	3.01
59840	INDUCED ABORTN BY D&C		V25.11,637.90,635	706.00	-508.72	-197.28	0.00	235.37	-216%	3.01
59840	INDUCED ABORTN BY D&C		635.92	706.00	-508.72	-197.28	0.00	235.37	-216%	3.01
59840	INDUCED ABORTN BY D&C		635.92,656.13	690.00	-484.29	-205.71	0.00	229.97	-211%	3.01
59840	INDUCED ABORTN BY D&C		O03.9	706.00	-479.84	-226.16	0.00	242.39	-198%	3.01
59840	INDUCED ABORTN BY D&C		Z64.0,Z30.430	706.00	-458.52	-247.48	0.00	228.22	-201%	3.01
59840	INDUCED ABORTN BY D&C		Z33.1,Z11.3,Z64.0,	706.00	-454.83	-251.17	0.00	240.94	-189%	3.01
59840	INDUCED ABORTN BY D&C		637.90	706.00	-273.00	-433.00	0.00	235.37	-116%	3.01
59840	INDUCED ABORTN BY D&C		V22.2,V25.01,635.	690.00	-99.97	-590.03	0.00	229.97	-44%	3.01
59840	INDUCED ABORTN BY D&C		637.90	706.00	-85.37	-620.63	0.00	235.37	-36%	3.01
59840	INDUCED ABORTN BY D&C		Z64.0	955.00	-85.00	-870.00	0.00	236.81	-36%	3.01
59840	INDUCED ABORTN BY D&C		656.13	706.00	-71.00	-635.00	0.00	235.37	-30%	3.01
59840	INDUCED ABORTN BY D&C		Z33.2	955.00	0.00	0.00	955.00	236.81	0%	3.01
59840	INDUCED ABORTN BY D&C		Z33.2	955.00	0.00	0.00	955.00	248.10	0%	3.01
59840	INDUCED ABORTN BY D&C		637.90	690.00	0.00	-690.00	0.00	229.97	0%	3.01
59840	INDUCED ABORTN BY D&C		O03.9	955.00	0.00	0.00	955.00	236.81	0%	3.01
59840	INDUCED ABORTN BY D&C		Z33.2	955.00	0.00	-324.09	630.91	248.10	0%	3.01
59840	INDUCED ABORTN BY D&C		V22.2	706.00	0.00	-706.00	0.00	235.37	0%	3.01
59840	INDUCED ABORTN BY D&C		Z33.2	955.00	0.00	0.00	955.00	248.10	0%	3.01

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