DME Revenue Cycle Best Practices

At this session a "best practices" revenue cycle work flow will be presented. From Intake to Cash Posting and Denial Management, how does your organization stack up?

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About The Speaker:

Joey Graham is an industry veteran with nearly 20 years of experience in DME operations and revenue cycle management. In his current role as Vice President of Operations for Prochant (formerly The Prometheus Group), he is focused on delivering greater profitability to clients by combining industry-leading processes with a team of highly-skilled specialists. His past roles include executive roles at large DME and software companies including Brightree. He has a bachelor's degree in finance and an MBA from the University of West Florida. Joey started his HME career right out of high school, spending several years as a service technician.

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Agenda

✓Review an overall DME revenue cycle work flow

✓Go point-by-point through each phase of the work flow reviewing common hiccups and best practices

✓Questions & Answers

"The first order of business is to set a timetable to plan an outline for the agenda."

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What is Revenue Cycle?

The Healthcare Financial Management Association (HFMA) defines revenue cycle as "All administrative and clinical functions that contribute to the capture, management, and collection of patient service revenue."

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Overall DME Revenue Cycle Work Flow

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Incoming Referrals

- Method of Receipt
  - Referral Service > eFax > Manual Fax > Phone Call
- Allocation Method & Tracking Mechanisms
- "Completeness" of Referral Information
  - DWO Included?
  - Office Notes Included?
- Document Management

Thanks for the Referral

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Intake

- Work Queues
- Pre-Qualification
- Ability to Obtain Additional Information
- Communication with Referral & Patient
- Document Management
- Notes & Tasks

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Eligibility & Verification

- Work Queues
- Line-Level (HCPCS) Eligibility
  - Determine if Prior Authorization is necessary
- Obtain Financial Responsibility Information
  - Copay and Remaining Deductible
- Collect Payment "Up Front"
- Document Management

Eligibility

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Prior Authorization

- Work Queues
- Timing Considerations
  - Do we fill order if PA is still outstanding?
- Document Management
- Notes & Tasks

AUTHORIZED

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Order Fulfillment

- Work Queues
- Picking/Staging Process & Drop Ship
- Efficient Routing
- Paperwork
  - Proof of Delivery, ABN, AOB, etc…
- Cash on Delivery
- Document Management

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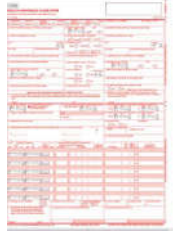
Order Confirmation

- Work Queues
- Deep QA Check
- KX Modifiers
- Error Log / Feedback System
- Minimizing & Promptly Addressing Inventory Issues
- Document Management

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Claims Transmission

- Final QA on Claims Files
- Error Log / Feedback System
- Batching & Billing Errors
- Paper Claims
- Patient Statements/Invoices

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Front End Rejections

- Work Queues
- Every Rejection Worked Every Day
- Rejection Analysis & Prevention
- Notes & Tasks

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Cash Posting

- Managing Daily Deposits (Lockbox)
  - ERNs vs. Paper Checks
- Patient Payments & Credit Cards
- "Completeness" of Posting
  - All adjustments/transfers posted
  - Recoupments handled accurately
  - Posting denials/rejections
  - Missing payers added
- Document Management

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Denial Management

- Work Queues / Allocation
- Prioritization
- Document Management
- Notes & Tasks
- Denial Analysis & Prevention
- Quality Assurance

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AR Management

- Work Queues / Allocation
- Prioritization
- Follow-Up
- Claims Status
- Document Management
- Notes & Tasks

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Hold Management

- Work Queues / Allocation
- CMN / Prescriptions
- Prior Authorizations
- Manual Holds
- Other System Holds (i.e. CPAP Compliance)
- Document Management
- Notes & Tasks

QUALITY CONTROL HOLD AREA

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Special Processes

- Re-Supply
- Oxygen Contents
- RUL – Equipment Replacement
- Periodic Maintenance
- Mass Updates

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Thank you for your time!

Overall DME Revenue Cycle Work Flow
By: Joey Graham

Incoming Referrals **Intake** **Eligibility Verification** **Prior Authorization** **Order Fulfillment**

Denial Management **Cash Posting** **Front End Rejections** **Claims Transmissions** **Order Confirmation**

A/R Management **Hold Management** **Special Processes**

Prochant, Inc.