

CHARGE RECONCILIATION

Are You Capturing All Charges?

Functionality exists throughout MEDITECH to allow for real-time automated and manual charge entry. Many organizations struggle to effectively manage these workflows: automatic charging is set up but not updated as documentation tools evolve, manual charge entry is confusing and often leads to inaccurate or missed charges, coding workflows are cumbersome and involve clicking through many areas of the chart, etc. On the back end, it can be challenging to keep the charge router and reconciliation processes up-to-date with the changing clinical workflows. This can cause a problem with accountability and ownership. We understand accurate charging is everyone's responsibility. During our assessments, we engage a cross-functional team of clinical and revenue cycle experts to assess the health of your charge capture workflows, CDM, and reconciliation processes.



Clinical Charge Capture

Our team works with your IT department to prioritize automated charging setup and review build to ensure it is accurate and referencing live documentation tools. Additionally, we interview end users with manual charge capture workflows – via flowsheet documentation, Charge Capture preference lists, etc. – to determine what improvements could be made to ensure those tools are intuitive and have a high likelihood of being completed based on their placement in the end users' workflows.



Charge Reconciliation

We will audit your use of MEDITECH tools to facilitate accurate charging and reconciliation and review your education materials, reports, and processes in place to facilitate timely charge reconciliation. Finally, we will review your charge audit processes and feedback to the clinical areas.



The Project

Depending on the scope of your Revenue Integrity Assessment, these projects typically involve a quick two-week process (off and on-site) where our team will provide recommendations for automated charging, manual charge capture workflow improvements, modifications to the supporting parameters and dictionaries including CDM, charge review work queues and additional charge capture checks. We will also provide recommendations for strengthening your charge reconciliation processes, reports and tools.

Discover how we can work together to maximize your MEDITECH investment.

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> THE ASSESSMENT PROCESS

KEY PROJECT BENEFITS

Increased Revenue

- Fewer missed and late charges
- Increased automatic charging capabilities
- Fewer incorrect charges

Increased Fiscal Responsibility

- More effective training materials
- Clearer accountability structures
- More understandable reconciliation workqueues and reports

CereCore provided us with the flexibility, experience and cost effectiveness needed to continue supporting our end-users with the same care they have received in the past. By partnering with CereCore we combined excellence, key proven practices and deep expertise for the benefit of SLHS.

TODD HATTON
Chief Information Officer
Saint Luke's Health System

SCOPE FINALIZATION & DATA REQUEST

- + Finalize Assessment, Scope, Timeframe, and Deliverable
- + Provides Data Requests
- + Submits Interview Requests



DATA GATHERING

- + Conducts Interviews
- + Reviews Requested Data
- + Reviews System Setup When Appropriate



DATA ANALYSIS

- + Analyzes Findings
- + Prepares Deliverable



DELIVERABLE PRESENTATION

- + Presents Deliverable and Recommended Next Steps
- + Presents Proposal to Achieve Next Steps



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ABOUT US

CereCore provides EHR implementations, application support, IT managed services, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, accountable care organizations and large physician groups nationwide. With a team of over 400 clinical and technical professionals, CereCore has implemented EHR systems in more than 300 facilities. CereCore offers staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.