

# Revenue Cycle Management Solutions

## Challenge

As the Health System has grown and new facilities have joined, there has been little movement to standardize operating procedures, or centralize functions. The system did not have a corporate revenue cycle management organization to provide oversight for system wide operational initiatives. Financially, the member organizations were concerned about reduction in net revenue and was looking to Corporate to provide leadership and guidance for initiatives to stabilize revenue.

## Solution

To gain an understanding of the “current state” environment we performed an operational assessment within all member organizations. The focus was on staffing, use of technology and processes within Access Care, Revenue Capture and Business Office functions. While our project is still ongoing, as a result of our initial review we have assisted our client with the following:

- Assumed a leadership role as their strategic revenue cycle management advisor
- Developed and initiated Key Performance Reporting tools
- Authored a comprehensive four-phase roadmap to help set the stage for a Corporate Revenue Cycle Organizational Model
- Facilitated functional workgroups to help further identify operational gaps and develop “to be” models
- Developed migration plan to consolidate functions and develop “Centers of Excellence”
- Identified short term and on-going revenue preservation and generation initiative
- Remediated system deficiencies and helped identify vendors to support; Denial Management, Contract Management, Eligibility and Medical Necessity Tools

## About the Client:

- *Comprised of 8 health care facilities and approximately 1,000 employed physicians with a geographic reach from Portland to the north in Aroostook County*
- *Hospitals vary from four acute care, three critical access and a rural health facility that all operate on the same financial system platform*

Contact us for information on how we can help you reach your goals.

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