

AUDITOR'S CORNER

REVENUE CAPTURE IN HEALTHCARE TODAY

Are your revenue generating departments doing their share of capturing charges?

The financial success of any hospital or healthcare facility is dependent upon accurately charging clients for the services that have been received. "Recovery of lost revenue" or "Charge Capture" is a vital component any healthcare organization.

Although this process at first seems to be simple and basic, there seems to be many barriers in successfully capturing and posting charges for services rendered. Unfortunately many hospitals and healthcare providers consider this task as just another cost of doing business and do not give it priority as a vital indication in the financial health aspect.

Properly capturing charges or recovery of lost revenue can significantly increase the revenue, reduce the delayed payments, reduce long account receivable cycle, ensure stop/loss contractuals, and satisfy regulatory compliance.

Another issue seems to be that many care providers view this process as low priority administrative

function without any centralized process or standards in entering charges. Which may increase missed revenue opportunities, delayed payments, payer denials and Medicare inquires which may results in expensive penalties due to inaccurate billing.

Internal Medical Chart Audit should be considered an Investment, Not Just a Cost.

A properly trained Medical Chart Auditor with a strong clinical and billing experience assisting the appropriate department managers and nursing departments with maintaining and/or developing Charging Protocols and Policies in all revenue producing departments can play a significant role in identifying, correcting and improving the charge capture and recovery of lost revenue process within a hospital and healthcare providers.

— Julie Doumad RN, BSN, CMAS
Director of Audit Services
([American Healthcare Audit Professionals, Inc.](#))

MOTIVATING EMPLOYEES

When you think about it, the success of any facet of your business can almost always be traced back to motivated employees. From productivity and profitability to recruiting and retention, hardworking and happy employees lead to triumph.

Unfortunately, motivating people is far from an exact science. There's no secret formula, no set calculation, no work sheet to fill out. In fact, motivation can be as individual as the employees who work for you. One employee may be motivated only by money. Another may appreciate personal recognition for a job well done. Still another may work harder if she has equity in the business.

But you can boil down employee motivation to one basic ideal -- finding out what your employees want and finding a way to give it to them or to enable them to earn it. Here we've gathered some of the best and most interesting motivational techniques used by successful entrepreneurs. We hope they'll motivate you, too.

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VOLUME 1, ISSUE 2, AUG. '07



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QUOTE OF THE MONTH

"Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction, and skillful execution; it represents the wise choice of many alternatives." - Willa A. Foster

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FOCUS ON PREVENTATIVE HEALTHCARE SERVICES

In an effort to reduce health care costs and increase productivity, 62 percent of employers who view themselves as “leading edge” intend to provide cash or other incentives to motivate employee use of preventive services, according to Midwest Business Group on Health’s recent “Readiness to Change Survey.”

The study polled 163 employers across the country. Nearly 50 percent of all employers and 68 percent of “leading edge employers” polled reported that employee cost-sharing reduces doctor visits. “Employer strategies for the next one to two years point to moving away from cost-shifting and towards implementing value-based benefits such as waived employee cost-sharing for chronic disease drugs, waived employee cost-sharing to get employers to participate in a disease management program, and mandated generic use where generic is available,” the study states.

Employers who classified themselves as “leading edge” were those who intend to offer more programs to prevent illness and complications from illness in the next one to two years. You can read the findings of the study at www.mbggh.org.

I WOULD LIKE TO SAY I NEVER PROCRASTINATE, BUT THAT’S NOT TRUE. IS THERE A CURE?

Sometimes people think procrastination is a time management problem; truth is you cannot manage time. You have 24 hours each day. To make the most of your days, and eliminate the stress of procrastination, think about managing your choices. Managing choices is a *Character Management* issue. Character comes from saying what you will do (honesty) and doing what you say (integrity). This is true whether it is something you say to others or a goal or commitment you “say” to yourself.



Are you a person who keeps promises? Many people are better about keeping promises to others than to themselves; either way this leads to procrastination. If you are procrastinating you are probably mistaking “*might do*” and “*maybe*” for commitment. A commitment problem underlies your procrastination. Each commitment you make with others and each goal or scheduled activity you make with yourself is a promise.

Stop saying to yourself, “*later, tomorrow, next week, after tax season, next quarter (insert your procrastination term here!)*.” Start saying, “*I commit to doing the things I say I will do when I say I will do them.*” The best time to start is RIGHT NOW!

— Mark Sturgell, CBC, Performance Development Network — All rights reserved worldwide

AMERICAN HEALTHCARE AUDIT PROF., INC.

We are a premier Medical Consulting and auditing firm which provides Medical Chart Auditing, Certified Coding, and Consulting Services. With the help of our highly experienced Nurse Auditors and Certified Coders, we help our clients obtain specific goals in the areas of:

- Medical Chart Auditing
- Certified Coding
- Contract Auditing
- Case Review & Preparation
- Expert Witness Testimony
- Consulting Services for Attorneys & Healthcare Providers



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