

SOLUTION OVERVIEW

Situation

Most patient admission systems are not designed to adequately address the multiple variations that occur during registration; issues such as complex and changing business and insurance rules, a multitude of insurance codes and plans, compliance regulations and many more. This results in registration errors that cause an unnecessary loss of revenue associated with claims that are delayed, denied or not paid at all. In addition, registration errors can have a major impact on employee morale and patient satisfaction.

Challenges

Registration accuracy has become a major challenge as the payer market gets more complex and riddled with these compliance and regulatory/contractual rules. Unfortunately, accuracy is dependent on new or inexperienced, untrained registrars, who continually receive memos, e-mails, notes, etc., informing them of changes, which they must try to remember when registering patients. It is critical that the information necessary for valid registrations can be accurately entered virtually every time.

Solution

The Revenue360 Insurance Code Solution module prevents registration errors before they are even entered into the system by:

- Guiding and prompting the registrar to insert the correct insurance plan code every time.
- Providing scripts for front-end staff to ensure consistency and compliance.
- Capturing and managing registration rules and ensuring they are followed by all registrars.
- Quickly keeping up with frequent changes.

Revenue360[®] Insurance Code Solution

Get Registrations Right at the Start!



The Revenue360 Insurance Code Solution* module enhances your existing registration system by preventing registration errors before they are even entered into the system. It proactively and intelligently guides and prompts registrars to capture and sequence the correct insurance information every time. As such, Insurance Code Solution prevents those registration errors that cause denied claims and slow payment of claims and write-offs, thereby increasing revenue and improving cash flow and operating margins, while also having a major impact on registrar morale and patient satisfaction.

* Patent Pending

Guides and Prompts Registrars

Insurance Code Solution directs the patient information-gathering process in an intelligently guided, automated way. It allows registration staff to navigate through an automated system with a simplified, consistent and customized process. Insurance Code Solution assists registrars in selecting from valid options and then populates the patient's record with the correct insurance data. With this solution, your frontline registrars (on the phone or face-to-face) are assured of gathering accurate, quality information virtually every time.

Ensures Consistency and Compliance

With Insurance Code Solution, scripts and questions can be formulated that will relate directly to a specific insurance plan or code, and allow choices to be filtered out until only a valid option can be chosen. When appropriate, registrars are guided through Medicare, Medicaid and other compliance-related questions to ensure the correct coordination of benefits.

Captures and Manages Registration Rules

Insurance Code Solution ensures adherence to proper rules, compliance, policies and procedures for all areas of the registration process and data entry. The solution is deployed on the registrars' desktops. Changes to rules can easily be managed and propagated as needed to ensure consistency across all registrar desktops.

Cincom, the Quadrant Logo, and Simplification Through Innovation are registered trademarks of Cincom Systems, Inc. All other trademarks belong to their respective companies.

© 2007, 2008 Cincom Systems, Inc.
FORM RV070305-2 04/08
Printed in U.S.A.
All Rights Reserved

World Headquarters • Cincinnati, OH USA • US 1-800-2CINCOM
Fax 1-513-612-2000 • International 1-513-612-2769
E-mail info@cincom.com • <http://www.cincom.com>



Insurance Code Solution

Added Value

- Simplifies the registration process and improves its accuracy.
- Eliminates registration errors.
- Decreases reliance on registrar accuracy.
- Eliminates costly error identification and rework at the back end of the revenue cycle.
- Decreases registrar training times.
- Increases registrar productivity and morale.
- Improves patient satisfaction.

Keeps Up with the "Speed of Change"

Your registration and business experts can quickly modify and add new rules easily and graphically, with little to no assistance required from the IT department. This eliminates time-consuming delays associated with application re-programming and re-certification, and allows you to implement new or changed processes, policies, rules, regulations and procedures in minutes rather than days or weeks.

About Revenue360

By providing a unique, intelligence-guided system technology and using data from multiple sources, Revenue360 guides and supports hospital personnel through complex revenue-cycle functions and dramatically improves the hospital's financial performance, increases staff morale and enhances patient satisfaction. Visit our website: www.cincom.com/revenue360.

