

# Mitigate Financial and Compliance Risk in Clinical Departments

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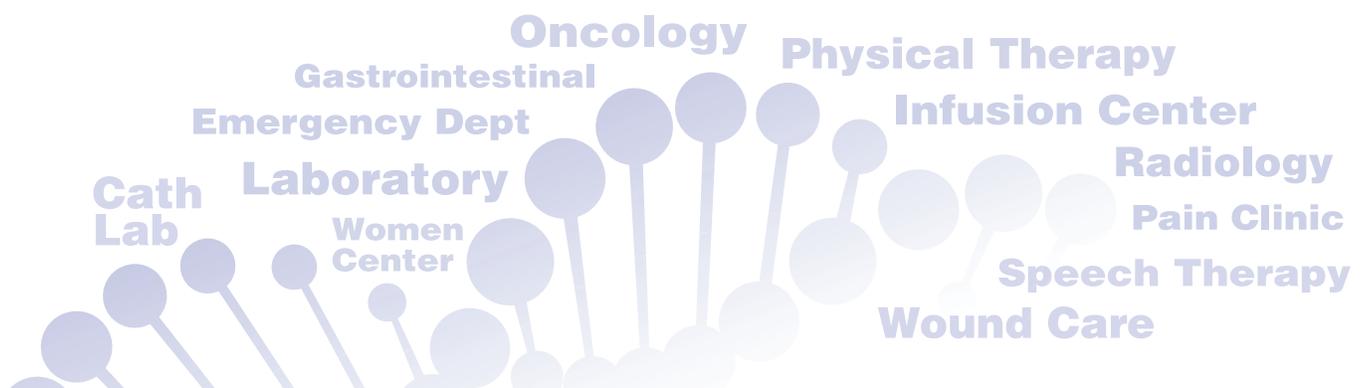
*HHS Office of Inspector General*

## AVOID LOSING MILLIONS OF DOLLARS IN MISSED REVENUE, BILLING ERRORS, AND DENIALS DUE TO LACK OF REVENUE CYCLE UNDERSTANDING

The Clinical Revenue Cycle, which entails clinical department (e.g., Radiology) staff managing revenue cycle functions, represents significant risk for the majority of organizations. According to the Office of the Inspector General, Recovery Auditors identified and corrected \$3.75 billion in improper payments, with \$3.65 billion related to overpayments and \$102.4 million to underpayments. Technology and systems can help mitigate some of this risk, but a majority of the issues in the Clinical Revenue Cycle are due to the lack of clinical department staff competency for performing revenue cycle-related work. Unfortunately, this staff is often never adequately trained on processes and leading practices of the revenue cycle or the business of healthcare.

The Precyse University Clinical Revenue Cycle Education Solution has been specifically designed to provide essential training to these professionals on their role in the revenue cycle. The content has been tailored for busy clinicians and technicians to be practical, mobile, and relevant to their roles, providing the right amount of information and allowing further study if deep understanding is desired.

The Precyse University Clinical Revenue Cycle Education Solution offers mobile eLearning courses, on-demand webinars, competency assessments, pre-employment testing, and video games for learner convenience and to match a variety of learning styles. This education will help mitigate financial and compliance risk, optimize patient satisfaction, and cultivate a more resilient revenue cycle.



## IMPACT

- Mitigate compliance risk through understanding of rules and regulations
- Reduce errors and cost through enhanced competency
- Optimize appropriate reimbursement by ensuring accurate posting and billing
- Assess competencies and knowledge gaps through employee and pre-employment testing

## FEATURES:

- Large library of foundational and department-specific revenue cycle courseware
- Mobile-ready courseware allowing use when and wherever convenient
- Ongoing subscription includes new course content based on industry trends and client requests
- Performance data and action steps through the HealthStream/Precyse University Control Center™
- Continuous assessments to check competencies, target weaknesses, and build improvement plans in real-time
- Pre-employment knowledge screening—compare to others nationally and hire the right people

## INITIATIVES AND GOALS SUPPORTED:

The Precyse University Clinical Revenue Education Solution measures performance and educates across crucial knowledge areas for the improvement of:

- Revenue Cycle Basics
- Billing and Reimbursement
- Prior Authorizations and ABNs
- Rules and Regulations
- Clinical Documentation

## RECOMMENDED FOR:

The Precyse University Clinical Revenue Cycle Education Solution can help clinical departments such as Radiology, Laboratory, Oncology, Cath Lab, Physical Therapy, and Wound Care, understand how to perform revenue cycle tasks more effectively. The education is targeted at roles such as:

- Physicians
- Nurses
- Medical Technicians
- Schedulers
- Patient Access
- Billers

### CASE STUDY: PRECYSE UNIVERSITY CLINICAL REVENUE CYCLE EDUCATION SOLUTION



### EXAMPLE: MRI OF THE BRAIN WITH AND WITHOUT CONTRAST. COST IS \$1,019 PER TEST.

In this example, an MRI of the brain with and without contrast requires prior authorization and is reimbursed at approximately \$1,019. This facility performs about 300 MRI tests each month and 10% were denied due to no prior authorization, resulting in 30 tests not receiving any payment. Without proper education of the staff about prior authorizations, the unauthorized tests resulted in a revenue loss of \$91,170 after 3 months and \$183,420 in 6 months.

Developed by: **precyse**<sup>™</sup>  
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