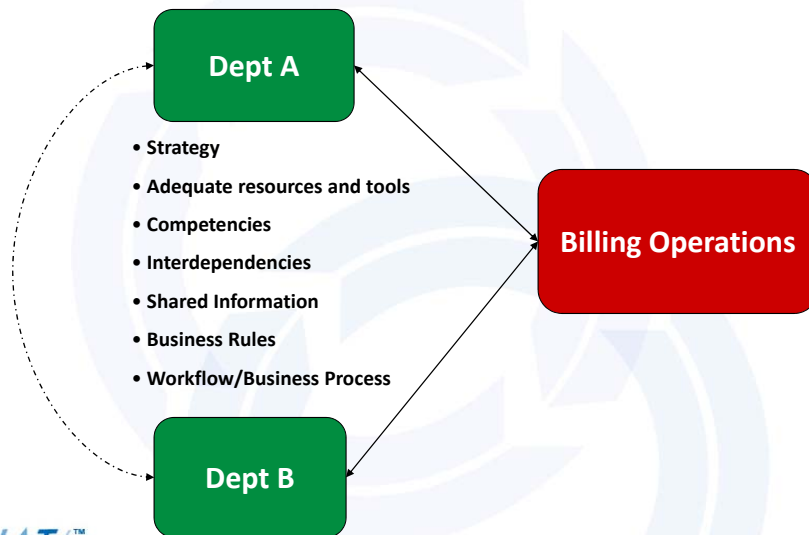




# Billing Operations Impact Statement

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## Impact Zones



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# Impact Zones

## Executive

- Vision, Mission
- Business Plan
- Strategic Plan
- Executive Sponsor
- Project Mgmt Resource
- Resource Allocation (financial, human, technological, etc.)
- Performance Evaluation

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# Impact Zones

## Finance

- Budget
- Performance Evaluation
- Cost Accounting
- Service Capture
- Super Bill
- Billing
- Denials Mgmt

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## Impact Zones

### Contracting & Legal

- Compliance
- Contracts and agreements
- Rules
- Regulations
- Policy

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## Impact Zones

### Marketing & Sales

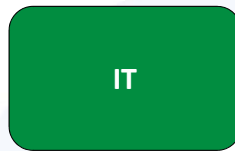
- Market Research
- Marketing Plan
- Products and Services
- Pricing & Costing
- Payer Relations
- Reimbursement Methods

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# Impact Zones



- Readiness Assessment and Current State Analysis
- IT Strategic Plan
- System Requirements
- Vendor Evaluation & Selection
- Implementation
- Training
- Outsourcing
- (Re)Configuration



- Interoperability
- Electronic Data Interchange (EDI)
- Analysis and Reporting
- Meaningful Use



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# Impact Zones



- Billing Outsource
- Clearinghouse
- Payer Relations



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## Impact Zones

### Front Office

- Intake/Registration
- Eligibility Verification
- Benefits
- Pre-Authorization
- Scheduling
- Co-pay/Coinsurance/Deductible
- Cash Collection

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## Impact Zones

### Clinical Operations

- Screen, Assess, Diagnose
- Treatment Planning
- Clinical Documentation
- Service Capture
- Concurrent Review
- Appeals

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# Impact Zones

Medical Records  
- Charts -

- Forms
- Templates
- Practice Management System/EMR/EHR
- Internal Audit/Pre-Audit
- Quality Assurance

Billing Operations



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# Critical Success Inhibitors (Lean)

- **Inventory** (poor forecasting, batching build-up, “shelf life”, etc.)
- **Motion** (inefficiencies, wasted time and effort, lack of standardized processes, hand-offs, etc.)
- **Waiting** (poor workflow, bottle-necks, ineffective planning, etc.)
- **Under/Over-Processing** (outdated standards and rules, lack of SOP, increases production time, etc.)
- **Defects and Re-Work** (breakdown in process, rules or information mgmt, training issues, supervision, reduces confidence, adds costs, etc.)

Dept A

Dept B

Billing  
Operations



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## Group Assessment

- **Red Dots** = Known or Perceived Barriers and Obstacles related to competency, capability and readiness
- **Green Dots** = Known or Perceived Strengths and Core Competencies
- **Blue Dots** = Indicate a missing Resource (human, technology, etc.) required to build capacity quickly



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