Billing Operations: Critical Path

1. EXECUTIVE: Launch Billing Operations Development Project

1.1. Conduct Executive Orientation to new business environment

1.2. Review financial and resource allocations and make necessary adjustments

1.3. Assign Executive Sponsor

2. FINANCIAL MANAGEMENT:Infrastructure and Plan to Support Billing Ops

2.1. Budget revised based upon modifications to business plan made by Executive Team

2.2. Review current Service Capture capabilities

2.3. Review Super Bill

2.4. Review Billing Operations (current)

3. FRONT OFFICE: Deploy Reception, Intake and Patient Registration Unit to facilitate improved billing operations

3.1. Review Intake, Patient Registration and Benefit Eligibility Verification

3.2. Review benefits patients are covered by

3.3. Review benefit pre/prior authorization

4. MEDICAL RECORDS: Align unit with new Billing Operations

4.1. Review charts, forms, and templates

4.2. Review and assess Practice Management System Billing Module and/or EMR/EHR system billing modul

5. CLINICAL OPERATIONS: Align Unit to support new Billing Operations

5.1. Evaluate clinical tools and documentation

5.2. Evaluate utilization review/management, concurrent review and retrospective review

6. INFORMATION TECHNOLOGY & SYSTEMS-Establish IT capabilities and functionality to enable billing operations

6.1. Assess current state of IT within the organization

6.2. Conduct IT Strategic Planning

6.3. Develop System Requirements

6.4. Identify, Evaluate and Select Vendor

6.5. Identify and Outsource options or alternatives

6.6. Develop Implementation Plan

7. MARKETING & SALES-Develop business to support Billing Operations

7.1. Conduct Market Research

7.2. Re-visit and develop products and services

7.3. Price products appropriately

7.4. Develop Marketing Plan

7.5. Develop Payer Relations Strategies

8. BUSINESS RELATIONSHIPS-Establish mutually-beneficial relations with Partners and Payers

8.1. Identify attractive partners and payers

8.2. Identify and select possible Billing Outsource

9. LEGAL & CONTRACTING-Develop Capabilities to support successful Billing Ops

9.1. Develop readiness, capabilities and competencies with respect to compliance

10. COMPLIANCE-Develop comprehensive Compliance Program to support efficient and compliant Billing Operations

10.1. Define and develop process, program and infrastructure for performing periodic verification and validation of service and financial data in information systems