

**Who does what?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Step in the Process** | **Who is assigned?** | **When is this task done?** | **Who is it handed off to?** | **Who else needs this information?** |
| Verify coverage |  |  |  |  |
| Request prior authorization |  |  |  |  |
| Document Authorization limits |  |  |  |  |
| Provide Services |  |  |  |  |
| Document Services provided |  |  |  |  |
| Bill for appropriate amount |  |  |  |  |
| Collections: Bill paid or denied |  |  |  |  |
| Monitor Receivables |  |  |  |  |
| Make Corrections and resubmit |  |  |  |  |
| Monitor cash flow |  |  |  |  |



Improvement Goals

|  |  |  |  |
| --- | --- | --- | --- |
|  **Contracts & Credentialing** | **Benefits, Pre-Certs,** **Re-Auth** | **Billing** |  **Collections & Denials** |
| **Person/s** **Responsible** | **Person/s** **Responsible** | **Person/s** **Responsible** | **Person/s** **Responsible** |
| **Goals** | **Goals** | **Goals** | **Goals** |
| **Metric:****Baseline:****Benchmarks:**  | **Metric:****Baseline:****Benchmarks:** | **Metric:****Baseline:****Benchmarks:** | **Metric:****Baseline:****Benchmarks:** |