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Ensuring Accurate and Compliant Reimbursement Through Customizable Charge Capture Solutions

A Vitalware Webinar

Disclaimer Statement

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Agenda

Why charge capture?

- Revenue leakage statistics

- Our expertise

- Revenue challenges

How are we solving these challenges?

- Your Data, Your Rules, Your View

- Our charge capture solutions

- VitalIntegrity Overview/Demo

Additional opportunities to learn more

- Our charge integrity promise

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Revenue Leakage by the Numbers

- HFMA reports hospitals are underpaid between 2% and 5% of net patient revenue

- Becker's survey shows 68% of hospitals with a comprehensive revenue integrity solution saw an increase in net collections, while 61% saw an increase in gross revenue

- HFMA commonly reports that as much as 1% of potential net revenue is lost due to various charge capture issues

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Mid-Revenue Cycle Solution Experts

- Industry leading content and coding experience

- Fundamentally understand the challenges that healthcare organizations face with decades of experience in the revenue cycle space

- Best in KLAS chargemaster management solutions
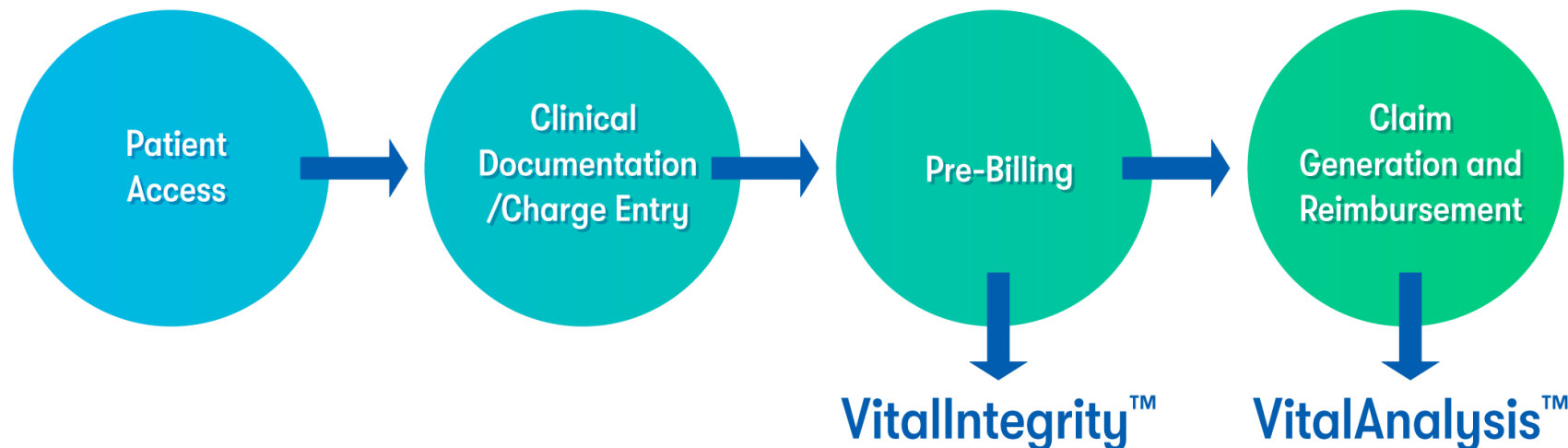
- Trusted by 900+ hospitals

We are proven experts in cloud-based, mid-revenue cycle solutions.
Rated #1 in KLAS in 2019 and 2020, unseating the 12-year incumbent.

KLAS
CATEGORY LEADER
CHARGEMASTER MANAGEMENT
2019

KLAS
CATEGORY LEADER
CHARGEMASTER MANAGEMENT
2020

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Revenue Challenges

- Never coded, reimbursable charges
- Incorrect, deleted codes and CDM issues
- Medical Necessity issues
- IP only codes on OP claims

- Mutually exclusive NCCI and Medically Unlikely Edits
- Under and over charges
- Documentation errors
- Incorrect gender codes

Charge Integrity Solutions Strategically Placed

Patient Access → Clinical Documentation /Charge Entry → Pre-Billing → Claim Generation and Reimbursement

Pre-Billing → VitalIntegrity™

Claim Generation and Reimbursement → VitalAnalysis™

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Your Data. Your Rules. Your View.

Our charge capture solutions give you:

- Daily review of 100% of your IP and OP itemized charges (VitalIntegrity) or 837 Institutional Claims (VitalAnalysis)

- Analytics on your revenue and compliance opportunities, both missing and over charges, leveraging our expert-maintained Rules Library

- Ability for you to customize rules based on your charging protocol

- Directionally correct net revenue calculation

- Reconciliation and productivity reports for progress and trending

- Support from a dedicated team of charge capture experts

- Web-based, SaaS solutions operating on the cloud for easy implementation and maintenance

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Your Data

We analyze 100% of your charges through our product so that you have full visibility into the state of your charge capture processes and can devote your resources to what really matters

Your Rules

- Provide you with global and custom rules to shine a light on your charge capture weaknesses

- Are evidence-based and backed by a team with decades of experience in charge capture and coding

- Have concurrent, real-time review with weekly updates

Your View

- Customized to ensure maximum workflow efficiency

- Displays only the cases and rules relevant to you using our automated "Case Routing" to ensure the right staff member is assigned to the right task

- Is personalized and tailored using a variety of fields such as payor, service line, rule, etc.

VitalIntegrity vs. VitalAnalysis

VitalIntegrity

- **Pre-Bill** solution capturing 100% of your Itemized Billing data

- Correct missing or miscoded charges before a claim is generated to ensure both clean AND complete claims

- Avoid costly denials and rebilling

- Requires consistent, timely engagement to realize full benefits of pre-bill audits

- Automated work assignment to analysts or teams

- Multi-view approach (soft-coded, hard-coded, and diagnosis)

VitalAnalysis

- **Post-Bill** solution capturing 100% of your 837 Institutional Claims

- Rebilling can be leveraged to capture earned revenue as desired

- Allows for flexible engagement whenever resources are available

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Demonstration

Our Charge Integrity Promise

- You'll have a simpler, faster, and more accurate view of your recapture opportunities

- We'll put you in control, and help you implement custom rule sets for your specific environment and personnel, to ensure enduring results

- You'll receive full visibility into all (real) findings and recommendations, while reducing false positives

- We'll help you identify and remedy problems at their source

- Whenever possible, we'll help you improve both revenue integrity and workflow efficiency

- You'll get a dedicated client manager with a real person responding to your needs

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