Checklist: 5 signs you're losing money through your revenue cycle processes

The sources of financial pains for most practices aren't big, obvious problems; rather, they're a series of daily "paper cuts" that eventually wreak havoc on the business's bottom line. Because revenue loss is difficult to identify and fix, many practices suffer the loss of income rather than spend considerable time and effort tackling the inherent problems themselves.

As your business partner, we can help. Greenway's revenue cycle management (RCM) services are designed to help providers get more time back for their patients, more revenue for their services, and more control over the future of their practices.

To help put you on the road to collecting more of the money you've earned and forging a more profitable practice, we've identified the five most-commonly overlooked causes of reduced revenue:

1. There's a substantial disparity between your gross collections and net collections.

- Gross collections are the amount of money you should receive after accounting for contractual write offs. Many times, however, practices collect only a portion of what is owed, called the net collection.
- Commercial insurers have an average claims error rate of nearly 20% (MGMA) and 65% of practices do not appeal denied claims. (MGMA).
- 20% of claims are paid $0, due to denials, claim edits and patient responsibility. (AMA)

2. Your claims processing practices are inefficient.

- Inefficient healthcare claims processing, payment and reconciliation carry estimated costs of up to $210 billion. In the average physician practice, this expense equals 10%–14% of practice revenue. (AMA)

The Greenway Experience: Our RCM rates vary by practice, but most customers pay around 5–10% of revenue to process and receive payments.

3. You receive denials or untimely payments due to unknown payer rules.

- Medical practices average 52 days in A/R. (Medicalbillersandcoders.com)
- Many payers only publish a portion of their rules. For example, as much 38% of Aetna's rules are unpublished, 33% of Humana's and 25% of UnitedHealthcare's. (Greenway data)

**The Greenway Experience: Our RCM customers average A/R between 28 and 42 days.
Our unique rules engine catalogs unpublished payer rules, keeping first-pass clean-claims ratios high.**

4. Your practice cannot or does not collect patient payments.

- Providers collect only 50%–70% of an insured patient's balance after he or she is treated. (McKinsey & Company)
- Patients were responsible for nearly 25% of their medical bills in 2013. That number is expected to increase as high-deductible health plans continue to become more popular. (AMA)

The Greenway Experience: In addition to having Greenway send statements and take patient calls, our RCM customers have access to tools focused on increasing patient collections.

5. Your current biller is nearing retirement.

- The average medical biller in the U.S. is 57 years old and many current coders may opt to retire rather than attempt to learn ICD-10. (Medical Billing and Coding Training)

The Greenway Experience: Our highly trained and dedicated account managers fight for every penny you deserve and keep you informed via weekly calls. If a Greenway account manager retires, there's a comprehensive plan to make the transition seamless for customers.

If your practice experiences one or more of the items on this checklist, contact your Greenway representative at (877) 446-3821 to learn how our RCM services can take your practice to the next level of profitability.