Today’s home health and hospice revenue cycles are challenged by a shifting payer mix from traditional Medicare and Medicaid to commercial and managed care payers and ever increasing billing regulations, while revenues are threatened by heightened program integrity contractor activity. It is critical now more than ever to ensure revenue cycle performance promotes fluid and optimal cash flow in the most efficient, effective, and compliant manner, as agencies cannot afford to lose revenues due to avoidable write-off situations. Understanding the influence of operations on the revenue cycle is critical to optimizing cash flow and avoiding unnecessary compliance risks. Managing the revenue cycle must include a means of monitoring evolving clinical and related processes that are key performance influencers. This workshop will focus on evaluating, measuring, and managing revenue cycle performance as a means of optimizing and protecting cash flow and reducing compliance risks.

- Identify typical internal and external threats to and weaknesses in revenue cycle performance.
- Compare revenue cycle performance metrics against industry benchmarks.
- Select strategies that optimize revenue cycle performance management.

**We See Market Challenges as Being:**

- Managed Care, Duel Eligible Population
- Face to Face
- New Payment Models (ACO, bundled payments)
- Hospice reimbursement changes
- Proper documentation and coding
- ICD 9/10
Greg Pfeuffer, CPA, Sr. Consulting Manager: gpfeuffer@muellerprost.com:

1. What is revenue cycle management?
2. Why is revenue cycle management important?
3. What processes are included in the revenue cycle?
4. What are some challenges of revenue cycle management? (I will provide general challenges, but rely on the group for specifics)
5. What are some common areas for problems with RCM? (I will provide general areas, but rely on the group for specific examples)

Tom Keyer, Healthcare and Reimbursement Consultant: tkeyer@muellerprost.com:

1. How could the CMS concern with the Hospice Conditions of Participation affect our revenue?
2. How could the CMS concern with non-hospice Medicare claims affect our revenue?
3. How could the proposed 3 day time limit to file the hospice notice of Election/Revocation affect our revenues?

Deborah Miller, Billing Manager: dmiller@muellerprost.com:

1. What are some of the potential breakdown areas in the Revenue Cycle Management process?
2. What are some of the key factors needed to manage decrease DSO’s?
3. What are Key Strategies for Optimizing Revenue Cycle Performances?
4. What are some of the benefits for employing these strategies?

Sarah Shelbourne, CFO: sshelbourne@optimalcares.com:

1. How has Optimal managed face to face?
2. Having both home care and hospice, where have you seen the greatest challenges in managing revenue cycle?
3. Can you cite a challenge Optimal faced in managing revenue cycle and what process improvements you put into place to overcome?
4. With new hospice regulations and reimbursement come into play, what has Optimal implementing to prepare for these?

Jeff Clayton, Director: JeffClayton@McBeeAssociates.com:

TBA