

Defining Healthcare Revenue Integrity

Published on August 1, 2014 [Edit article](#) | [View stats](#)



Caroline Rader Znaniec
Principal Owner of Luna Healthcare Advisors LLC

10 articles

By now you should have heard some buzz around healthcare revenue integrity. It's needed, it's desired, it's around, but many continue to ask *what is it? . . . what does it look like? . . . where do I start?*

Revenue integrity can be intertwined within your daily culture, a distinct and dedicated program, or department. Either way, revenue integrity activities focus on process improvement and include those processes most closely involved in the front, middle and back-end revenue cycle processes. The main objectives of the activities are to reduce revenue leakage and potential customer scrutiny; whether payer or consumer.

Sound revenue integrity activities can provide for the following:

- Identification and correction to the processes and systems that lead to lost revenue opportunities through the creation of processes to ensure the accurate capture and reporting, translation and use of data to support strategic initiatives, and
- Assurance that every chargeable procedure, item or service is coded, documented, captured, billed and paid according to the terms of government guidelines and payer contracts

A successful revenue integrity program will provide for a holistic view of the revenue cycle, with support from leadership and technology. Key strategies to obtaining revenue integrity within a provider organization include the following:

- Create staff awareness on the individual and provider organization's responsibilities through inclusion of responsibilities in job descriptions, on-boarding activities and annual education;
- Provide tools and/or guidance specific to those processes of the revenue cycle;
- Design and implement a monitoring program for high risk areas identified to include the development of review tools, analysis of results to identify root causes and develop corrective action plans, track corrective action plan implementation and verify improvement, and
- Create and maintain a means for oversight and reporting to leadership.

 Messaging

As important to designing a program, is sustaining the program. Key stakeholders must understand the objectives of the program and what factors are fundamental to its success. Provider organizations with the greatest success actively engage key stakeholders from Patient Access through to Patient Financial Services. These same stakeholders see the revenue cycle holistically; breaking down silos, opening lines of communication, and work collaboratively towards identification, correction and continual improvement.

Luna Healthcare Advisors LLC is a specialized consulting group with a focus on healthcare provider integrity consulting. To discuss assessing your revenue integrity activities, contact us at info@lunahealthcareadvisors.com

lunahealthcareadvisors.com

Report this

Published by

Caroline Rader Znaniec
Principal Owner of Luna Healthcare Advisors LLC
Published • 6y

10 articles

Like Comment Share

78 • 157 Comments

Reactions



157 Comments

Most Relevant ▾



Add a comment...



Alumni 333 • 2nd
The ALUMNI related updates of all respected Universities, Associations or Corporates
Best, alumni333@gmail.com

5y ...



Roberto Cesar Galarza Riche • 2nd
Social Media Manager | Web Designer | SEO | SEM | Expert LinkedIn | Animation | LION 15k+ | TopLinked | ★Open Ne...
Business is Networking. | Feel Free to connect. All invites welcome and accepted..| Let's connect, grow our networks together, teshimide@gmail.com | I'd be honored to get your invitation

5y ...



Caroline Rader Znaniec
Principal Owner of Luna Healthcare Advisors LLC

More from Caroline Rader Znaniec

Messaging

Hospital Pricing Transparency Update - Full Speed Ahead!

Caroline Rader Znaniec on LinkedIn

Happy New Year 2019 - Charge Away?!

Caroline Rader Znaniec on LinkedIn

Compliance Effectiveness Years after the CMS Pilot – Part I: Governmental Expectations

Caroline Rader Znaniec on LinkedIn

What Should be in Your Revenue Integrity Toolbox?

Caroline Rader Znaniec on LinkedIn

[See all 10 articles](#)



Messaging