CHANGE
HEALTHCARE

Charge Capture Advisor

Drive Revenue with AI-Infused Charge Capture

Accelerating Your Healthcare Transformation

The Financial Impact of Charge Capture

If improving charge-capture accuracy hasn't been at the top of your priority list, it's time to reconsider.

Missing charges and associated reimbursement, combined with the time spent on post-payment audit and recovery, is estimated to cost providers the equivalent of 1% of annual revenue[1]. For many hospitals and healthcare systems, that can easily equate to millions of dollars. Likewise, overcharging can be equally detrimental to your bottom line when you consider the cost of processing repayments, interest, fines, audits, and legal fees.

[1]Smith, Cathy. Capturing All Charges: The Operational Reality. HFMA Blog, Jan. 21, 2016.

The Limitations of Traditional Approaches

Until now, you've likely relied on two approaches to improving charge-capture accuracy: rules-based edits and post-pay audits.

Rules-based solutions flag potential missed edits based on the presence or absence of specific diagnosis, procedure, or billing codes. This is a labor-intensive strategy since staff must determine what is missing to update the claim. Another downside is the solution can flag excessively, wasting staff resources; or conversely, it can fail to identify a significant percentage of missed charges.
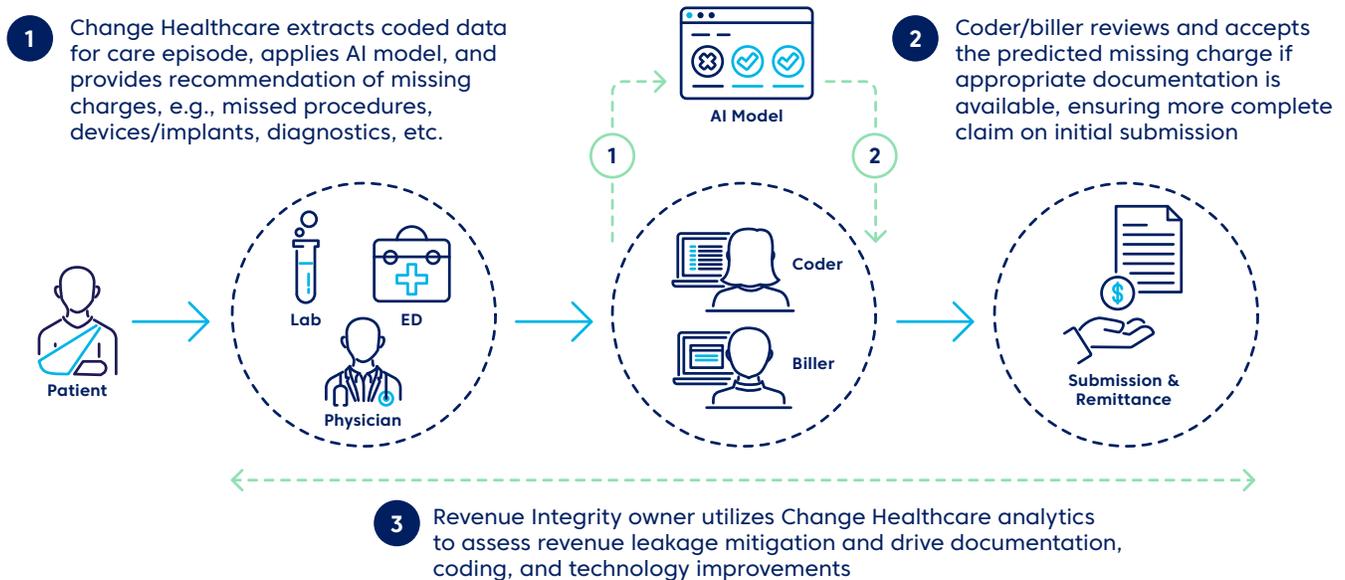
And while post-pay auditing also has a role in a comprehensive charge-capture strategy, it isn't foolproof either. Success hinges largely on the skill and training of staff, your processes for updating and educating your team regarding changes to procedures, billing rates, etc., and minimizing human error.

A Giant Leap Forward with Artificial Intelligence (AI)

Change Healthcare's Intelligent Healthcare Network™ includes more than 2,200 payers, 5,500 hospitals/health systems, and 900,000 physicians. We're leveraging this unparalleled scope of claims data to create AI-infused solutions that transform the accuracy and efficiency of revenue cycle processes, enabling you to collect more of what you're owed. Our solutions are developed with our AI model, which is trained on more than 500 million service lines and 180 million unique claims. These claims were de-identified consistent with customer contracts and applicable laws, and touch $245 billion in charges.

AI Drives Automated, Proactive Charge-Capture Accuracy

Charge Capture Advisor with Claims Lifecycle AI is a SaaS-based solution that uses AI to optimize revenue opportunities by predicting missing charges prior to claim submission. The solution works with your existing systems to augment manual processes, presenting recommendations for charge capture alongside coding and claim workflows.

1 Change Healthcare extracts coded data for care episode, applies AI model, and provides recommendation of missing charges, e.g., missed procedures, devices/implants, diagnostics, etc.

AI Model

2 Coder/biller reviews and accepts the predicted missing charge if appropriate documentation is available, ensuring more complete claim on initial submission

Patient

Lab   **ED**

Physician

Coder

Biller

Submission & Remittance

3 Revenue Integrity owner utilizes Change Healthcare analytics to assess revenue leakage mitigation and drive documentation, coding, and technology improvements

With Charge Capture Advisor:

- Charge predictions are delivered in real time and can be accessed at any point in the claim workflow (Data refreshes are configurable based on organizational preferences)

- Staff can see the estimated charge amount and has three options:

  » If appropriate documentation is available, accept the predicted charges

  » If additional research/documentation is needed, place the claim on hold until it is completed

  » Deny the predicted charge

- Users can prioritize claims based on service type (inpatient, outpatient), posting date, or estimated charge value

- The model is continuously refined based on which predictions are accepted/rejected for even greater accuracy over time

- Reporting and dashboards deliver insights on charge-capture trends, e.g., frequency of missing codes/charges within service areas and estimated value. Staff can then investigate root causes and make improvements to charge rules and to the education and training of clinical, coding, and billing staff. This ongoing review and analysis lead to continuous quality improvement.

The Benefits of Using AI-Infused Charge Capture Advisor:

- Helps increase detection of missing charges to drive complete claims, accelerate cash flow, and optimize revenue

- Helps reduce costly, labor-intensive manual processes, including rebilling

- Helps decrease charge lag and A/R days

- Continuously delivers actionable data so staff can detect the root cause of frequently missed charges and make improvements

To learn more about Charge Capture Advisor, call 866-817-3813 or visit www.changehealthcare.com.

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About Change Healthcare

Change Healthcare is a leading independent healthcare technology company that provides data and analytics-driven solutions to improve clinical, financial and patient engagement outcomes in the U.S. healthcare system. We are a key catalyst of a value-based healthcare system, accelerating the journey toward improved lives and healthier communities.

changehealthcare.com