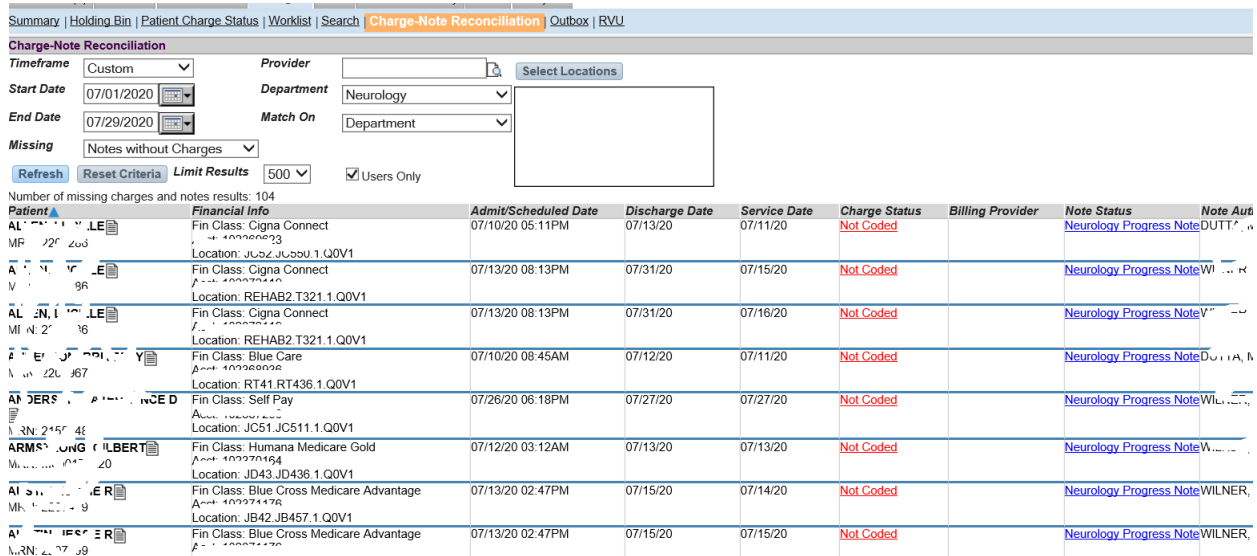


## Mid-South Health Network Discovers “Lost” Revenue Using PatientKeeper Charge-Note Reconciliation Software

- Profile:** PatientKeeper’s client is a well-established mid-south regional health network. The network provides services to residents from all backgrounds in a 150-mile radius from its main campus, and trains more than half the doctors in its home state.
- Situation:** The client has used PatientKeeper Charge Capture™ since 2014 to record and process professional charges for 170 providers at 10 facilities. Through its revenue cycle management partner, the client conducted a missing charge analysis for 25 departments over four months using PatientKeeper Charge-Note Reconciliation software, part of PatientKeeper’s core revenue integrity suite. The analysis found missing charges valued at over \$6 million\* on an annualized basis.
- Analysis:** A clinical notes feed into PatientKeeper from the client’s Cerner EHR system went live in October 2019, which allows billers to identify potential missing charges using PatientKeeper Charge-Note Reconciliation software.



Summary | Holding Bin | Patient Charge Status | Worklist | Search | **Charge-Note Reconciliation** | Outbox | RVU

**Charge-Note Reconciliation**

Timeframe: Custom | Provider: [ ] | Select Locations: [ ]

Start Date: 07/01/2020 | Department: Neurology

End Date: 07/29/2020 | Match On: Department

Missing: Notes without Charges

Refresh | Reset Criteria | Limit Results: 500 |  Users Only

Number of missing charges and notes results: 104

Patient	Financial Info	Admit/Scheduled Date	Discharge Date	Service Date	Charge Status	Billing Provider	Note Status	Note Auth
ALBERT, J. LE	Fin Class: Cigna Connect Location: JB42.JB457.1.Q0V1	07/10/20 05:11PM	07/13/20	07/11/20	Not Coded		Neurology Progress Note	DUTT...
ALBERT, J. LE	Fin Class: Cigna Connect Location: REHAB2.T321.1.Q0V1	07/13/20 08:13PM	07/31/20	07/15/20	Not Coded		Neurology Progress Note	WIL...
ALBERT, J. LE	Fin Class: Cigna Connect Location: REHAB2.T321.1.Q0V1	07/13/20 08:13PM	07/31/20	07/16/20	Not Coded		Neurology Progress Note	WIL...
ALBERT, J. LE	Fin Class: Blue Care Location: RT41.RT436.1.Q0V1	07/10/20 08:45AM	07/12/20	07/11/20	Not Coded		Neurology Progress Note	DUTT...
ALBERT, J. LE	Fin Class: Self Pay Location: JC51.JC511.1.Q0V1	07/26/20 06:18PM	07/27/20	07/27/20	Not Coded		Neurology Progress Note	WIL...
ALBERT, J. LE	Fin Class: Humana Medicare Gold Location: JD43.JD436.1.Q0V1	07/12/20 03:12AM	07/13/20	07/13/20	Not Coded		Neurology Progress Note	WIL...
ALBERT, J. LE	Fin Class: Blue Cross Medicare Advantage Location: JB42.JB457.1.Q0V1	07/13/20 02:47PM	07/15/20	07/14/20	Not Coded		Neurology Progress Note	WILNER,
ALBERT, J. LE	Fin Class: Blue Cross Medicare Advantage Location: JB42.JB457.1.Q0V1	07/13/20 02:47PM	07/15/20	07/15/20	Not Coded		Neurology Progress Note	WILNER,

*This PatientKeeper screen flags missing charges based on clinical notes submitted by providers. Note types chosen for policing missing charges include Progress Notes, Consultations, History & Physicals, Procedures, Discharge Summaries and OP Reports.*

\* A standard dollar value was established for each E&M code to calculate the value of missing charges.

A return-on-investment study of PatientKeeper Charge-Note Reconciliation – encompassing the four months October-December 2019 and June 2020 – yielded the following results:

### Charge Transactions Increase

Transactions created using PatientKeeper Charge-Note Reconciliation  
[determined from clinical notes >10 days after date of service (DOS)] = 15,278

vs.

Total transactions created during the period  
[including charges entered within 10 days of DOS + charges  
created using PatientKeeper Charge-Note Reconciliation] = 44,661

% transactions found using PatientKeeper Charge-Note Reconciliation = 34%

### Charge Dollar Value Increase

Charges created using PatientKeeper Charge-Note Reconciliation  
[determined from clinical notes >10 days after DOS] = \$ 3,730,629

Total charges created  
[including charges entered within 10 days of DOS + charges identified  
using PatientKeeper Charge-Note Reconciliation] = \$17,725,210

% charge value found using PatientKeeper Charge-Note Reconciliation = 21.4%

### Charge Lag Reduction

In June 2020, the facility's Trauma department providers started to use PatientKeeper to enter charges. Prior to then, the revenue cycle team had to create charges for the providers. During Oct.-Dec. 2019, the percentage of provider charges created within the first 10 days after DOS averaged 54%. Once providers started to use PatientKeeper themselves, the percentage of timely charge entry **increased to 63%**.