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Commure Perform

Optimize your revenue cycle operations with Commure's application for billers, coders, and providers.

For more than 20 years, Commure Perform (formerly known as the PatientKeeper Revenue Integrity Suite) has enabled more efficient and effective charge processing and boosted revenue for healthcare provider organizations and billing services companies. Commure Perform is an automated professional billing workflow solution that easily fits clinician work styles and billing and coding workflows and integrates with any inpatient and ambulatory EHR/EMR and billing system — optimizing IT investments and revenue integrity processes.

Highlights

Commure Perform features these valuable capabilities for billers, coders, and providers:

- **Financial Reporting:** Enables central billing offices to consolidate professional charges into a central tool with robust edits and flexible work lists.
- **Charge-Note Reconciliation:** Automatically matches providers' clinical notes to charges to ensure no revenue is missed and every charge is accurately documented.
- **Charge Capture:** Providers can record charges for services they deliver quickly and easily — at the point of care, in the office, or anywhere in between — on a smartphone, tablet, or PC.
- **Secure Messaging:** Enables instant communication between billers, coders, and providers to address and resolve any issues.
- **Sign-Out:** Easily share information between providers during patient hand-offs to ensure coordination of care and billing.
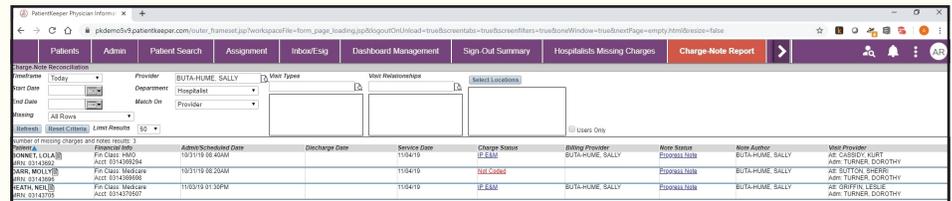
Core Components

Financial Reporting

The prevalence of mergers, acquisitions, and consolidation in the healthcare provider world means many large networks have disparate charge entry systems at their various facilities, practices, and departments, all feeding into a central billing office. The complexities of such environments can result in inefficiencies that cost provider organizations time and money.

Financial Reporting enables central billing offices to consolidate professional charges originating from any EHR or departmental system across the network into a central tool with robust edits and flexible work lists. Working in a single charge-processing environment saves billers and coders significant time, as they don't have to switch among various screens and systems. Our library of robust code edits results in far fewer instances of costly resubmissions that miss the claim-submission window; these edits can check for correct E+Ms, Age, Gender, Global Periods, Add-On codes, and other correct coding rules, as well as incorporate LCD and client-specific custom edits.
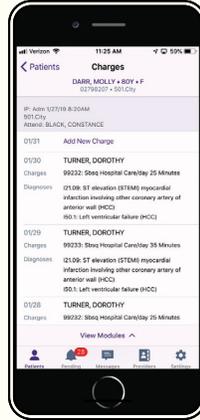
Charge-Note Reconciliation

Notes are the source of all truth — for patient care, for care team review, and for professional charges. If there was a note, then almost certainly there should be a charge. Charge-Note Reconciliation automates the process of reconciling clinical notes and professional charges — from any EHR or billing system — to find the 10-15% of professional charges that many healthcare providers unknowingly fail to submit. As a result, hospitals can expect to see:

- a 20% increase on average in the volume of billable charges, potentially equating to millions of dollars in "found" revenue

- an extra $1,500 in billing per month per hospitalist, and potentially more for specialists

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Key Features

- Flexible integration with all existing enterprise and departmental systems.
- Native mobile app and web-based platform for provider charge entry.
- Secure, encrypted, HIPAA-compliant messaging.
- Options for infusion and technical billing.
- Industry-leading support for large multispecialty practices.
- Option to integrate clinical data feeds to expand overall functionality and value for providers.

Charge Capture

Commure enables providers to record charges for services they deliver quickly and easily — at the point of care, in the office, or anywhere in between — on a smartphone, tablet, or PC. Physicians can view and select the appropriate diagnosis codes, CPT codes, and any client-specific custom codes. Real-time code edits check for common coding errors and, optionally, can alert physicians at the time of charge entry; and physicians can easily search for diagnosis codes using familiar clinical terminology, so they get to focus on delivering care rather than hunting for billing codes.

Secure Messaging

Commure includes a secure, HIPAA-compliant messaging application embedded within a biller's professional charge-processing workflow, and within a provider's clinical and charge entry workflow. If a biller wants to ask a physician about a recent charge, or even a missing charge they spotted on the daily charge-note reconciliation report, with a click they can open the secure messaging application and send a message to the doctor, who can easily respond without interrupting their workflow.

Sign-Out

Sign-Out provides a continuity of care that facilitates faster discharges, enhances patient safety, and aids compliance with Joint Commission patient safety requirements.

Advanced Components

Integrated Clinical Documentation

Using Integrated Clinical Documentation, physicians can document and charge within one integrated workflow. Sharing information between the note and associated charges — such as service date or diagnoses — streamlines the charge-capture process and improves accuracy. And like many other Commure capabilities, Integrated Clinical Documentation can be used by providers on mobile and desktop devices.