Revenue Cycle Suite Pre-Training Exercises

Please review and complete the following exercises prior to the training session on June 9th. At the start of the session, we will review any questions and discuss key findings from the group.

Resources to help you answer questions are available on the FPSC Website in the Explore Training & Education section. There, you will find the Revenue Cycle Suite Users Guide, as well as the E-Training Center which gives you access to recorded Web training events.

Collections Analysis Reports

1. What is the difference between the Collections Analysis – Matched Invoice View and Collections Analysis – Cash View reports?

2. Use the Collections Analysis – Matched Invoice View Report to measure collections by payer by pulling the All Payers category on top of the Department / Specialty column.
   a. Drill into Commercial Managed payers.
   b. Who are your largest Commercial Managed payers in terms of charges?
      Note: sort the report on charges

3. What is Net Collection Rate 2 and how is it calculated?

4. Modify the report so that only Net Collection Rate 2 and FPSC Mean Collection Rate 2 are showing.
   a. Analyze the timeliness of collections by trending activity by lag days. Note: Drag and drop All Lag Periods (All Activity Dimension) beneath column headers
Denial Rates and Reasons Reports

5. The Denial Rate Report will default to a view that illustrates the denial rate by department for all payers. Modify the report to look at the departmental denial rates for only Commercial Managed business. Does your denial rate change?

   a. View the denial rate by payer. Are there any surprises? Note: Pull the payer category on top of the departments

   b. What does the % of Denied CPTs Paid column represent?

6. Using those commercial payers that you identified in #2, create a custom subset of the top 5.

   a. Drill down on Denial Rate and pull the department detail on top of Denial Rate to view the denial rate by payer and department.

   b. Use the Swap icon to exchange rows and columns for an easier way to view the report.

7. The Denial Reasons Report has a default view that looks at denial rate by FPSC denial type. Which category do the majority of denials fall in?

   a. Pull departments to the LEFT of the denial types. Does the answer to the above question vary by department?

   b. Choose the denial type with the highest denial rate across most departments and drill further to view denial reasons. What is reason that causes most of the denials? Does this reason vary by department?
Contract Rates Reports

8. In the **Rates Analysis Summary – by CPT Report**, what does the mode allowable represent?

9. Roll-up the report to a combined view of the rate by deleting the Facility / Non-Facility column in the report.
   a. The report defaults to Commercial Managed payers. Pull in the payer dimension to the LEFT of the CPT family column to view the rate by payer. Does anything stand out to you?
   b. To look further at specific codes, drill into a family (and further into a code range, if desired).

Revenue Cycle Exceptions Reports

Choose from 1 of the 4 exceptions reports. Each report will give you the same invoice level detail; however, the criteria for including invoice detail differs based on the report chosen.

10. Sort data in descending order based on Invoice Charges to pull invoices with highest charges to the top of the report view. **Note:** *If looking at the Rates Analysis - Undercharge Report, sort in ascending order on the Amount Below Expected Allowable to pull those invoices with the largest undercharge to the top.*
   a. Open a specific invoice to look at the information displayed. Notice that this view can be exported to Excel or PDF.

11. From the main report view, use the filter function to drill into a focused set of activity (CPT Code / Department, Specialty or Provider / Payer) – do you see any patterns?