

McKesson Practice Consulting Solutions: Revenue Management Support Services

Benefits

- A comprehensive financial analysis of the physician practice to ensure optimal revenue management efficiency
- Identification of operational impediments that undermine financial performance and staffing efficiency
- Transparent analysis designed to engender mutual trust and understanding
- Modeling tools that allow both parties to adjust to future changes in service requirements

In today's healthcare environment, there is no room for operational error or inefficiencies in physician practices. Lower reimbursements, rising costs, lack of a qualified workforce and expanding regulations mean that groups must work to optimize all aspects of their revenue to ensure long-term survival and success.

For more than 20 years, McKesson Practice Consulting Solutions has helped physician groups, regardless of size or specialty, streamline their revenue management in order to collect every dollar to which they're entitled. Our experts identify revenue management deficiencies and develop specific plans to eliminate the problem areas.

Whether you implement our recommendations yourself, use a third party or rely on McKesson to execute the plan, our team will position your organization solidly on the path toward optimal revenue management efficiency and collections.

Accounts Receivable Review

Our approach begins with an accounts receivable review. We'll analyze your revenue capture process from top to bottom using our proprietary models to determine if and to what extent problems may exist. This process includes reviewing everything from data capture and documentation to coding and claims management, as well as denials and the denial rework process.

We'll also look at your technology, your management and even the organizational culture and competency. Finally, we'll assess external factors, such as payor mix, rates and your local competitive landscape.

Identifying Problem Areas

From this comprehensive process, we quickly illuminate not just revenue management deficiencies but also the origins of the problems. Sometimes the causes are readily apparent. But other times, the causes are well-camouflaged and revealed only by drilling down to the specific CPT-code-by-payor level.

Recommendations and Solutions

Once the analysis is complete, we document the problems in order of importance and develop a systematic plan for remediating them. We show you the financial effect of the problem, how long it will take and how much it will cost to fix, and the results you can expect upon completion.

Our range of capabilities include:

- High-impact financial and organizational analysis and problem-solving
- Developing accountability for targeted results across all revenue management processes
- Revenue management hybrids: mix of in-house and outsource resources to achieve an optimal cost-benefit scenario

Fast Facts

- More than 20 years experience as the nation's leading practice management firm
- Actionable plans to meet complex, integrated financial, operational and regulatory challenges
- Largest database of provider information to determine benchmarks and best practices
- Proven methodologies for analyzing needs and assessing options that will produce desired results

- A/R conversion and planning
- Staff transition services
- Interim or virtual management and oversight of billing operations

If you elect to retain McKesson to implement a turnaround plan, we'll provide a roadmap with specific benchmarks that will reflect the organization's progress toward stability and optimal operating efficiency. And we'll bring to bear whatever resources are necessary to complete the task quickly.

For example, if your group needs temporary assistance in key areas like payment processing, data entry, charge entry, coding, account follow-up or patient contact, we'll deploy a specialty workforce that can rapidly and efficiently work through backlogs to bring all accounts up-to-date. This capability can be particularly important for groups that are struggling with a

significant amount of aging accounts receivable due to problematic technology changeovers or other transitions. Our approach to client engagements is flexible and scalable depending on your needs.

A Trusted Third Party

McKesson can play a vital role in helping you gauge the performance of your existing outsourced billing vendor. Alternatively, we'll help you determine whether it makes sense to retain your billing function in-house or seek an external provider.

We'll look at every aspect of the organization to ensure that the solutions developed meet the requirements of your group. We can even look at your managed care and hospital contracts to determine if you're being paid at appropriate levels.

For More Information

For more information on our practice consulting solutions, contact McKesson at 800-789-6409 or visit www.mckesson.com/practiceconsulting.

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