



# REVENUE CYCLE MANAGEMENT

In the complex and ever-evolving landscape of healthcare effective Revenue Cycle Management (RCM) is crucial for maintaining financial health and operational efficiency. Our professionals offer comprehensive RCM advisory services designed to optimize your financial performance and streamline your operations.

We understand the unique challenges faced by healthcare providers, from coding and billing to claims processing, claims denials, and collections. By leveraging our insights and experience, we help you navigate these complexities and implement best practices that enhance your revenue cycle.

## Training and Process Improvement Offerings:

Patient Financial Services / Customer Service / Patient Education / Patient Engagement:

- Assist with process improvement in customer engagement and customer service

HIPAA Compliance:

- Ensure all processes are compliant with HIPAA and OIG protocols

Provider Education for Documentation or Coding:

- Assist with provider education for any regulatory or coding updated for documentation and processes

Policy/SOP Writing and/or Review:

- Assist with developing efficient workflows and create policies or SOPs for future success

## Our Services:



- Patient Access-Registration
- Eligibility Verification
- Prior Authorization
- Insurance Verification
- Credentialing for Providers & Facilities
- Enrollment with Payers
- Denials Management
- Revenue Integrity/Analytics
- Billing System Implementation & Billing Support
- Auditing of Coding & Documentation
- Medical Claims Billing
- Medical Coding & Documentation

# Your Future is Our Focus

## Success Stories

### Hospital RCM Success Story

Created a new process for rural hospital facility of 25 beds to ensure all copays were being asked for and paid up front with patient access. This process improvement increased the revenue collected that went from \$500 collected monthly to \$12k average every month as revenue into the facility.

### Practice RCM Success Story

Assisted in updating the policy/standard operating procedure for billing processes with physician practice for revenue optimization decreasing the payment timeline from 21 days to pay to 10 days to pay.

## The Whitley Penn Difference

Whitley Penn continues to be one of the region's most distinguished public accounting firms. With offices in Texas and New Mexico, combined with our worldwide affiliation through HLB International, we are strategically positioned for continued growth both locally and internally.

## Contact an Advisor to Get Started



Jolee Patnaude, CPC, CPCO, CSBI, CPB, CRCR

Revenue Cycle Management Director

Jolee.Patnaude@whitleypenn.com

Learn more:

