



Solution Brief: Healthcare Revenue Cycle Analytics

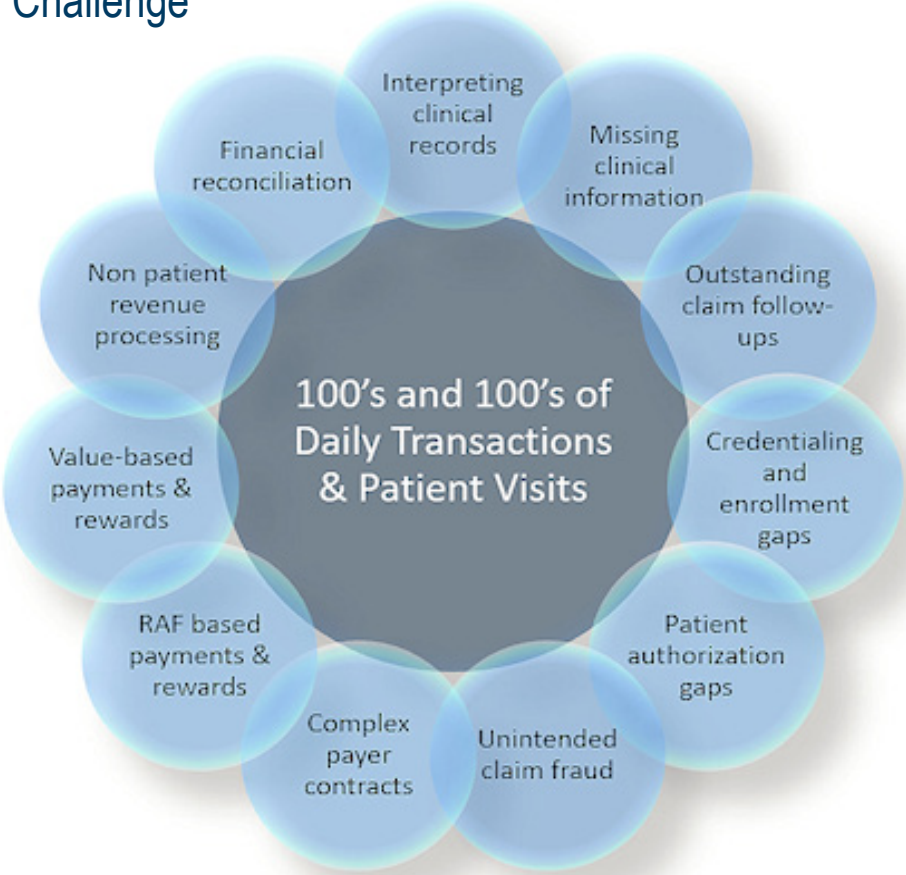
Modernizing Revenue Cycle Management

According to a recent Black Book™ Research report, most healthcare system finance executives anticipate dedicating at least 10 percent or more of their 2020 technology budgets to predictive RCM analytics.

Survey participants identified their top five drives for acquiring revenue cycle management analytic tools in the next 12 to 18 months as:

1. Predicting payer remittance dates to manage organizational cash flow. (91%)
2. Flag potential denials before they occur. (83%)
3. Identify inefficiencies and breakdowns in RCM processing at early stages. (82%)
4. Machine Learning to predict changes in payer specific rules for claims adjudication. (73%)
5. Reduce dependency on IT resources for accessing needed information. (69%)

The Challenge



Impacts of the Challenge

Operations Impact

- Manual Interventions
- Exception Overhead
- Lack of Predictability
- Errors and Delays

Financial Impact

- Increased Costs
- Loss of Revenue

People Impact

- Patient Frustration
- Provider Frustration
- Back Office Frustration

Enter Modern Revenue Cycle Management

In healthcare we often hear of artificial Intelligence, machine learning, and modern data architectures discussed in a clinical context, but rarely in the context of Revenue Cycle Management. Modern data and analytics technologies are also applicable to the revenue cycle and can significantly reduce outstanding and denied payments, revenue leakage, errors and overhead.

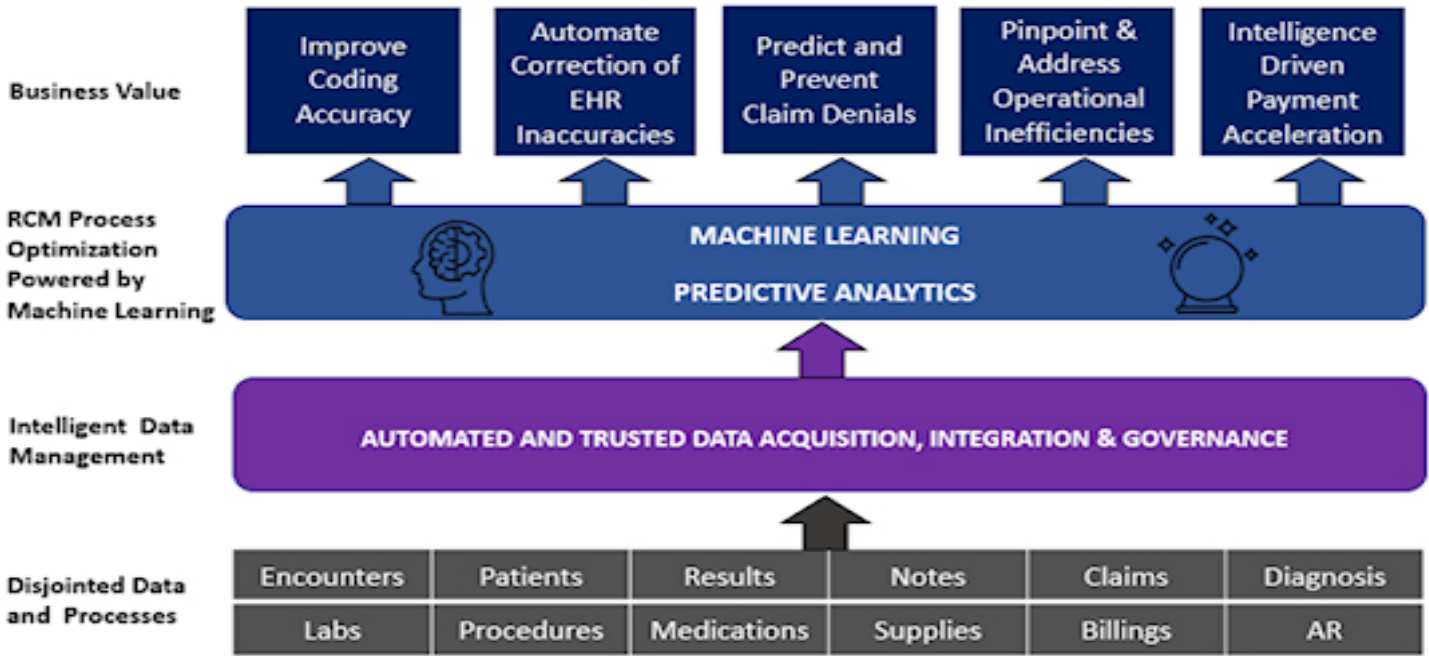
RCM is complex and undergoing externally driven structural change which is escalating the need for new approaches to the revenue cycle process. A major source of extended revenue cycles is a dependence on people, manual systems and disjointed data silos to manage an overwhelming number of transactions governed by many ambiguous complex rules.

Modern data analytics addresses these challenges such as predicting denials early in the workflow, flagging them and recommending or preventatively acting on the situation. Our solution, based on an intelligent data model, considers data in large volumes including:

- Historical transactions
- Claims history
- What was and wasn't paid and why

We use machine learning to produce models that learn from historical patterns and use them to predict outcomes, suggest interventions and even act where necessary.

CTI Intelligent RCM Framework



The Benefits of Implementing the CTI Intelligent RCM Framework

Our framework enables the implementation of multiple ways to make RCM more efficient:

- Workflow automation to organize and manage the processing steps and synchronizes the data schedules.
- Automated routing of workflows to merge and standardize data and queues between the necessary systems.
- Analytics highlight backlog and bottleneck root causes to remediate with workflow and data automation adjustments.
- Process based artificial intelligence to recognize recurring patterns that drive further automation.
- Textual artificial intelligence to decipher clinical notes and present likely encoding rules or spot errors.
- Rule based artificial intelligence to recognize what a valid claim should look like for the specific service and prevent unintended fraud.

Let Us Help You Get Started

We begin with an engagement to determine your organization’s readiness to implement a data-driven RCM strategy based on an assessment of the maturity of your RCM processes. Each engagement typically lasts from 4 – 12 weeks, dependent on the number of RCM domains. We work with you to assess your current state, starting with a deep dive into the availability and quality of your data sources, to identify potentially high impact improvements to your RCM workflows and identify any obstacles to implementing them.

| Data-Driven RCM Readiness Assessment and Roadmap | |
|---|---|
| 1 | Define the scope for the CTI Discovery Roadmap |
| 2 | Identify key roadmap participants/stakeholders |
| 3 | Organize logistics (location, people, timing) |
| 4 | Specify responsibilities and tasks for all stakeholders |
| 5 | Understand your readiness for data driven RCM |
| 6 | Create a Discovery Brief |
| 7 | Deliver CTI Roadmap Plan including technology recommendations |

Your roadmap will be developed with a focus on utilizing a lean project approach, ensuring recommendations will increase efficiency and profitability. If implemented, you will begin to unlock intelligent workflows and actionable financial insights that your organization needs.

CTI Healthcare Solutions & Consulting

No single industry can benefit from our expertise as much as the Healthcare industry. We solve clinical and business problems in many payers and provider domains, including Revenue Cycle Intelligence, Patient Engagement, Value-based Reimbursement, Clinical Research, and Population Health Management. Our solutions facilitate deep insight into patient care while supporting the transition to an accountable, value-based system, opening the door to more positive outcomes.

The CTI PatientUniverse

The CTI PatientUniverse is a healthcare data framework to transform vast amounts of data into compelling information so that innovators can uncover, experiment, and collaborate on new approaches to people and population health care.

We apply powerful, innovative advanced analytics and next-generation data governance technologies to deliver accurate and timely information across healthcare payers, providers, and clinical researchers. We recognize that advanced analytics is the critical ingredient in your transition to value-based healthcare.

Solutions built on the CTI PatientUniverse framework provide the insight needed to deliver on the healthcare data revolution. CTI ensures that data is appropriately managed, secured and governed holistically as a reliable, trustworthy, high-value asset that keeps organizations compliant with global regulations, fueling more successful patient-based initiatives, best practices and lessons learned from multiple client engagements.



Proven Solutions Backed by Data and Industry Experts

Industry Domain Knowledge

Insight Through Analytics

End-to-end Data Management

Cybersecurity

Support: CTI Care Managed Services & Managed Security Services

Our CTI Care support services provide our clients with cost-competitive operational and technical support of their applications, systems, network and data environments. As part of our full life-cycle service approach, CTI Care follows through on the promise of your project—once deployment is complete—by offering a superior managed services package to help your business overcome the financial and staff resource barriers to achieve long-term success.

Some of the key benefits to CTI Care are:

- A wide range of infrastructure, data management and analytic platforms are supported
- Simple to onboard, engage and customize scope when necessary
- Clear and simple Service Levels
- Assigned client manager and scheduled quarterly service reviews
- Fixed monthly fee based on Service Levels and technical environment
- Cost effective service model providing Operations, DevOps, and Help-desk support

About CTI

For 25 years, CTI has consistently delivered on our promise to give our clients the solutions they need to excel and improve their company's performance. We strive for amazing outcomes for our clients, team members, and communities. Our employees consistently deliver what many other companies can only claim: Data and Analytics solutions with a direct benefit to the business. understand that our clients have choices and that trust is earned. We partner with them to provide high quality services at fair value. Below is a sample of our over 400 clients.

Our Clients:

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CONTACT US

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