

Analysis and Optimization of Clinical Billing and Collections KPIs

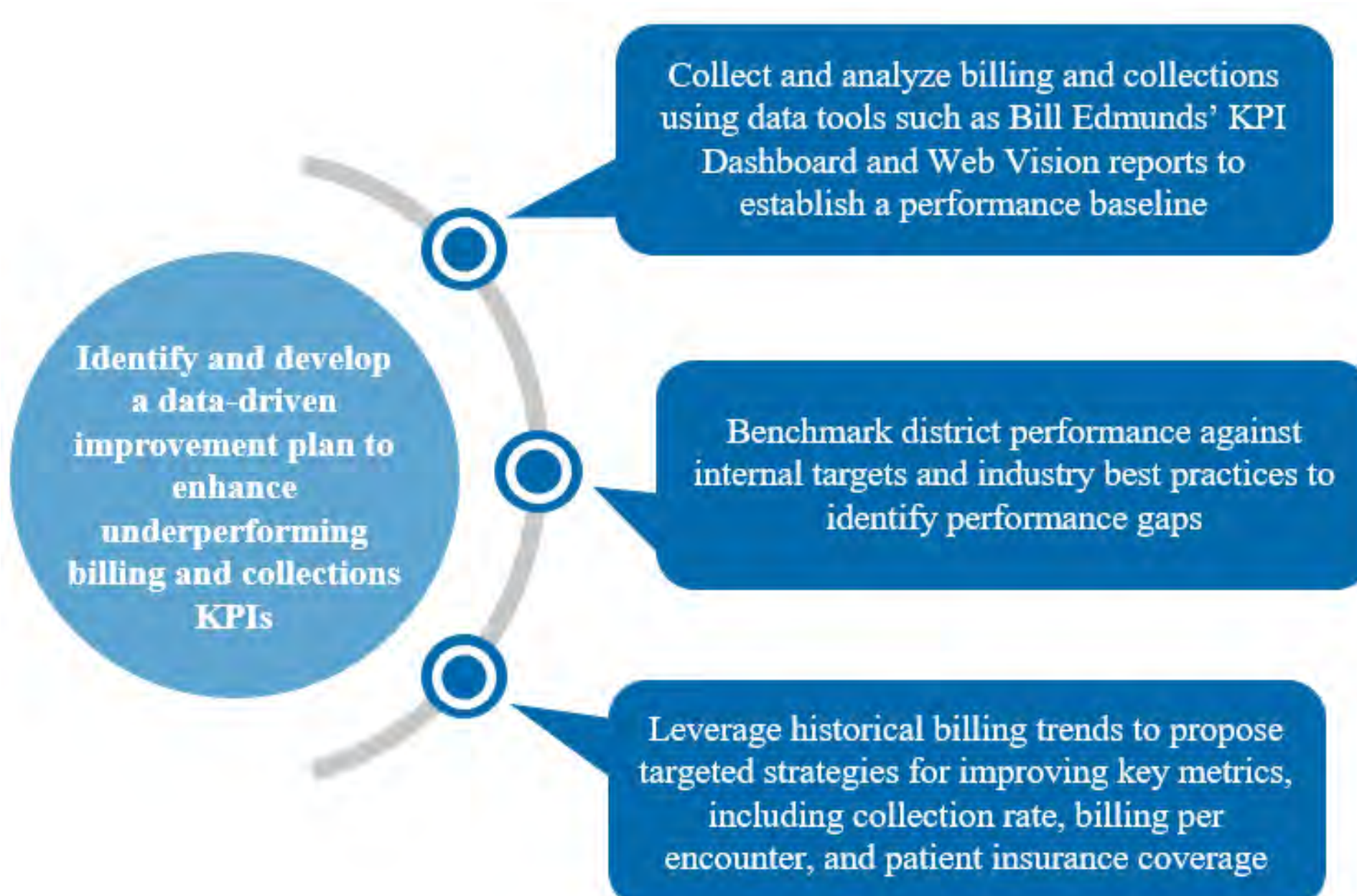
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Project at a Glance

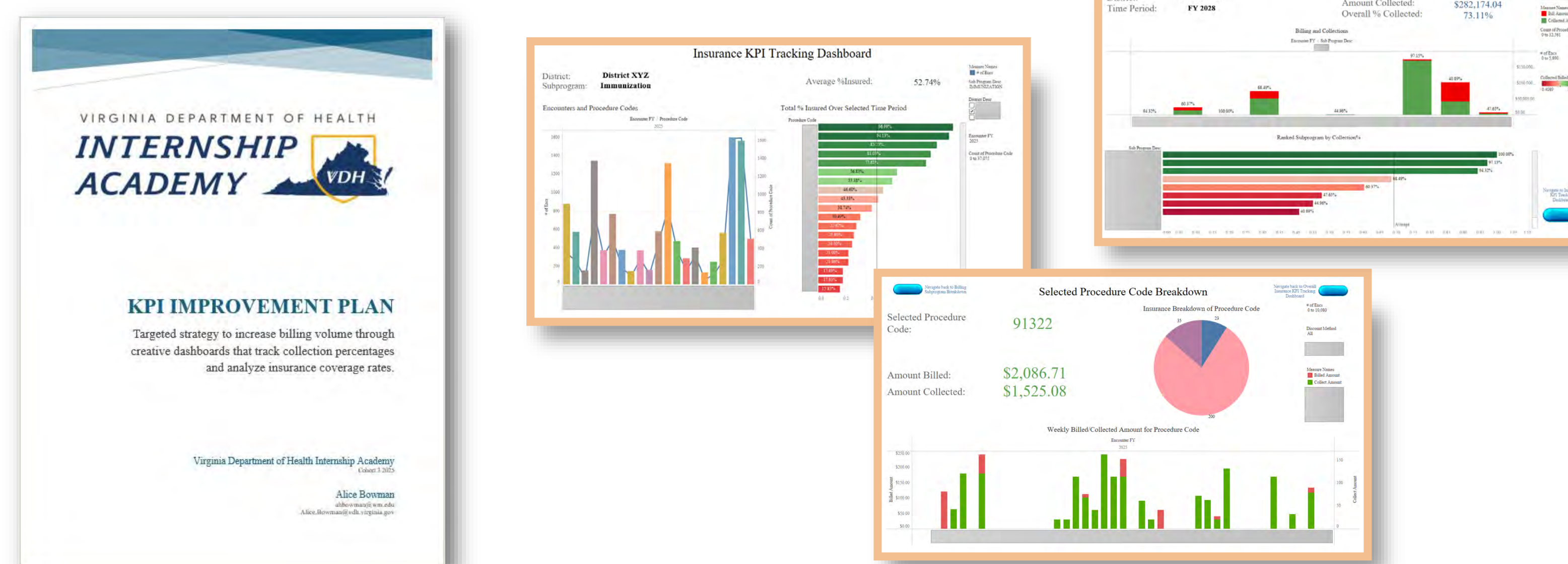
Project Goal

Improve billing efficiency by identifying where exactly collections break down and prevent unnecessary monetary losses.



Outcomes and Solutions

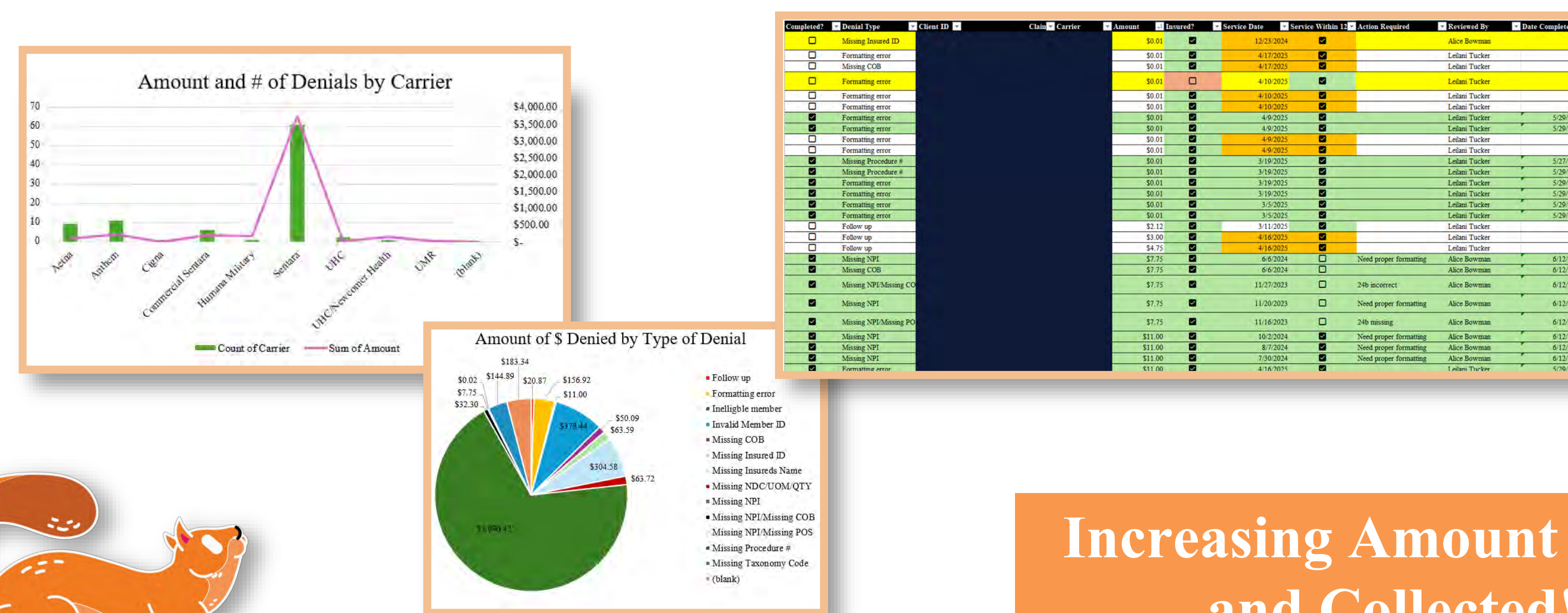
Targeting Underbilled Procedures



Understanding Collection Gaps



Preventing Denial



Increasing Amount Billed and Collected!

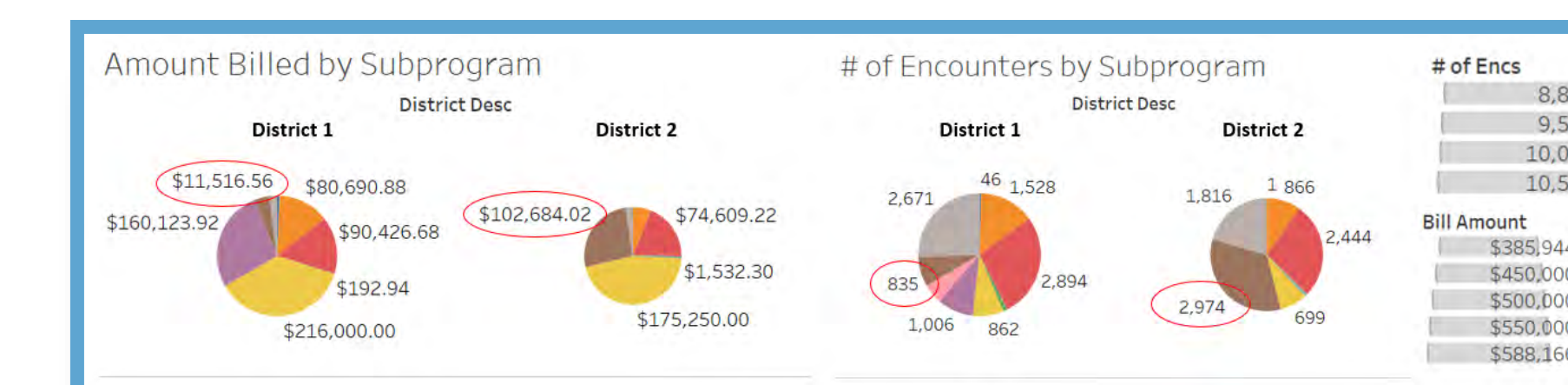
Key Takeaways

Data Analytics is Key to Revenue Recovery

Better analytics = fewer denials
The more often we can identify negative trends in the data before they build up and hurt out collections, the more effectively we can combat this issues and maintain high KPIs.

District Differences Matter

Clinic differences affect KPIs—benchmarks must adjust to understand the trends that districts are in control of.

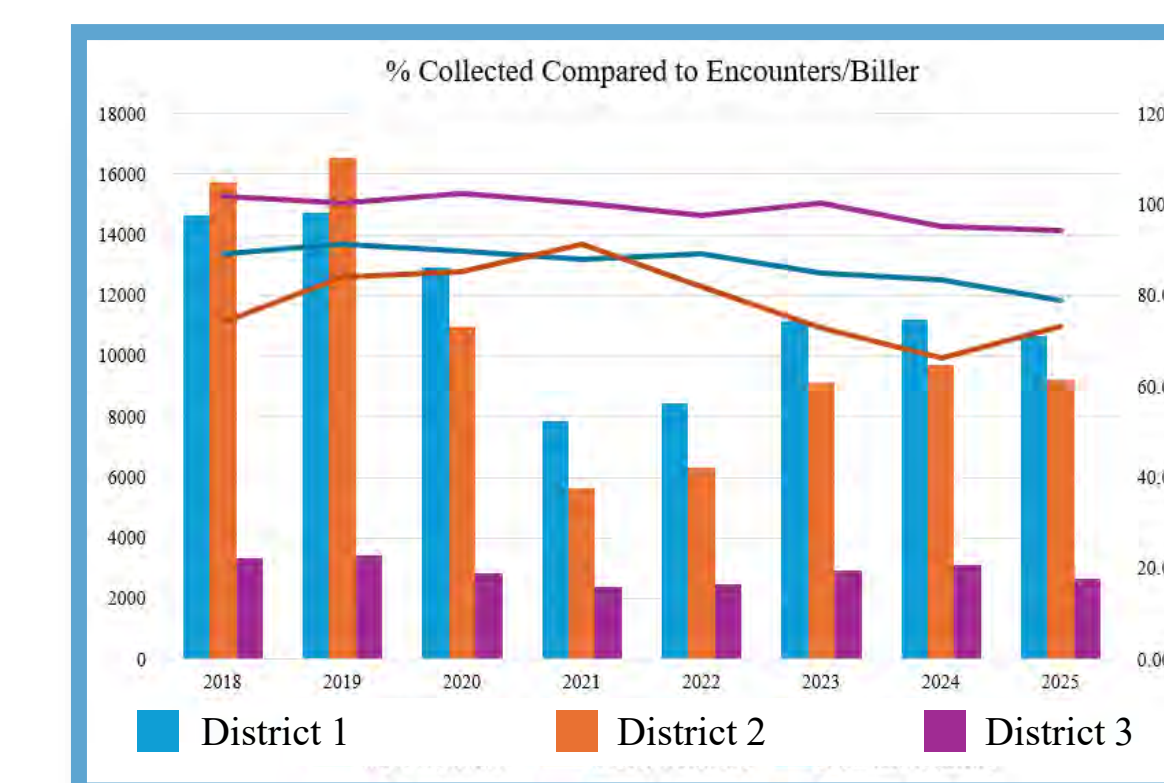
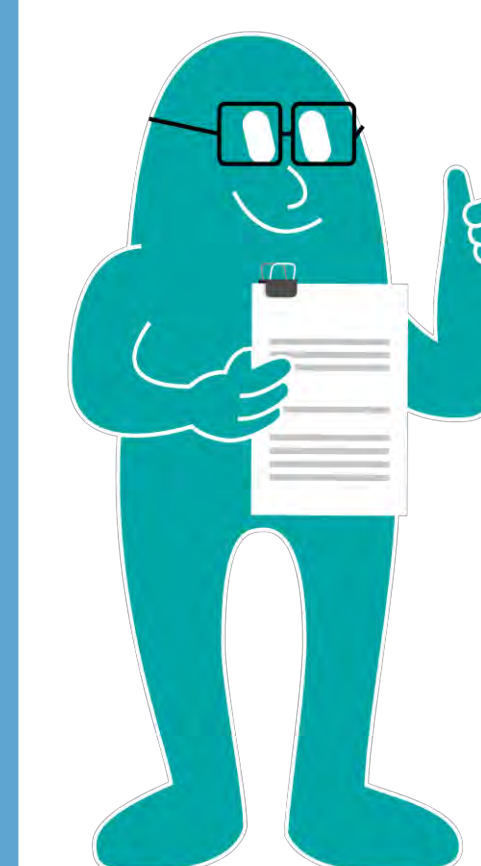


Collaboration is Essential

Monthly meetings to ensure that front staff, nursing staff, billings, fiscal technicians, and management are aligned will prevent errors from continuing to occur.

Understaffing Affects Efficiency

One biller for 10,000+ encounters = inefficiencies
Without enough staffing to properly intake the thousands of encounters every year, there will be more money left on the table.

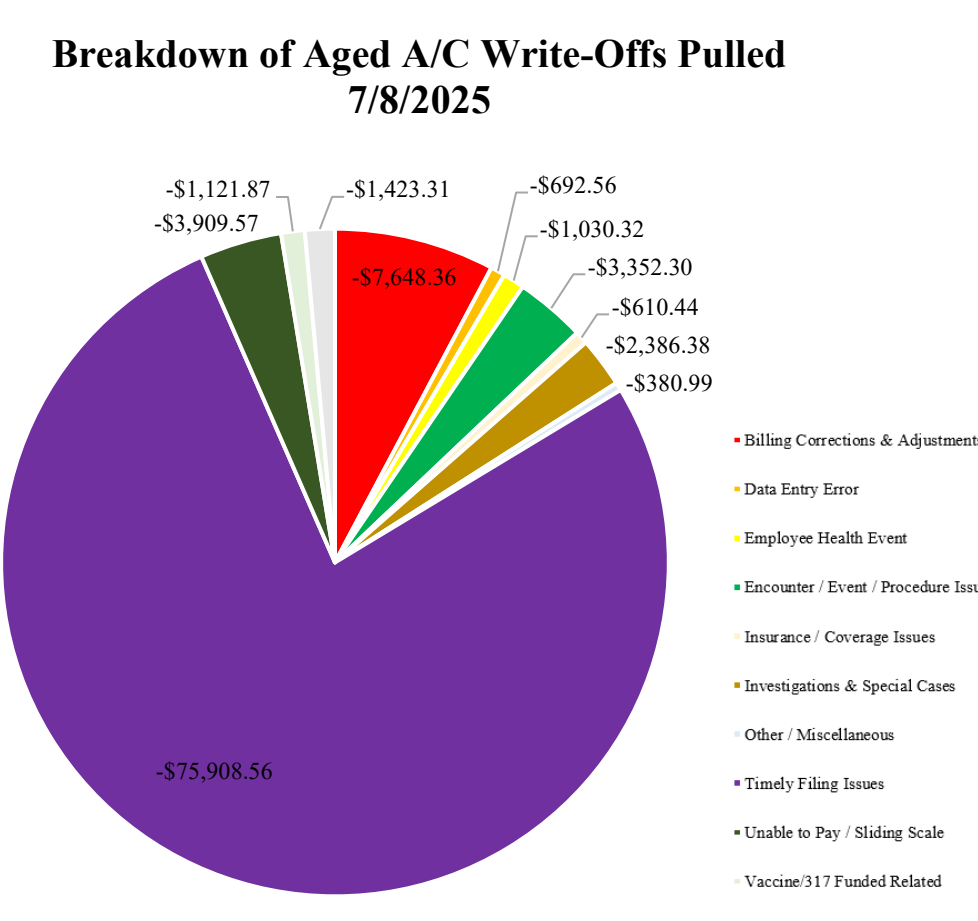


Challenges & Gaps

The billing process often functions like a black box—difficult to understand and rarely examined closely. Addressing billing issues requires a collaborative effort, detailed data analysis, and a thorough understanding of historical billing practices, making it challenging to resolve long-standing problems.

Breaking Down the Billing Loop

The billing process is very intricate and interconnected, making meaningful change difficult when you are only focusing on the billing side.



Insurance Uniformity

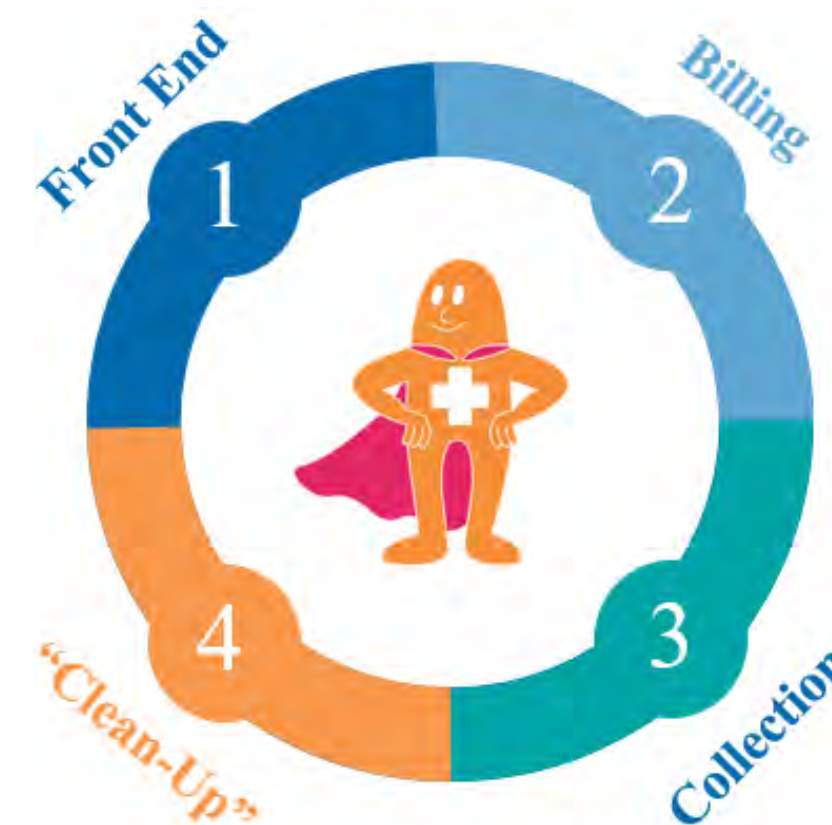
Insurance companies vary significantly in submission requirements and reimbursement rates.

Data Analysis Challenges

Billing data is fragmented, making it difficult to interpret trends without completely cleaning the datasets.

System Gap

VASE+, the vaccination billing portal, lacks effective integration with Web Vision, our primary billing system.



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