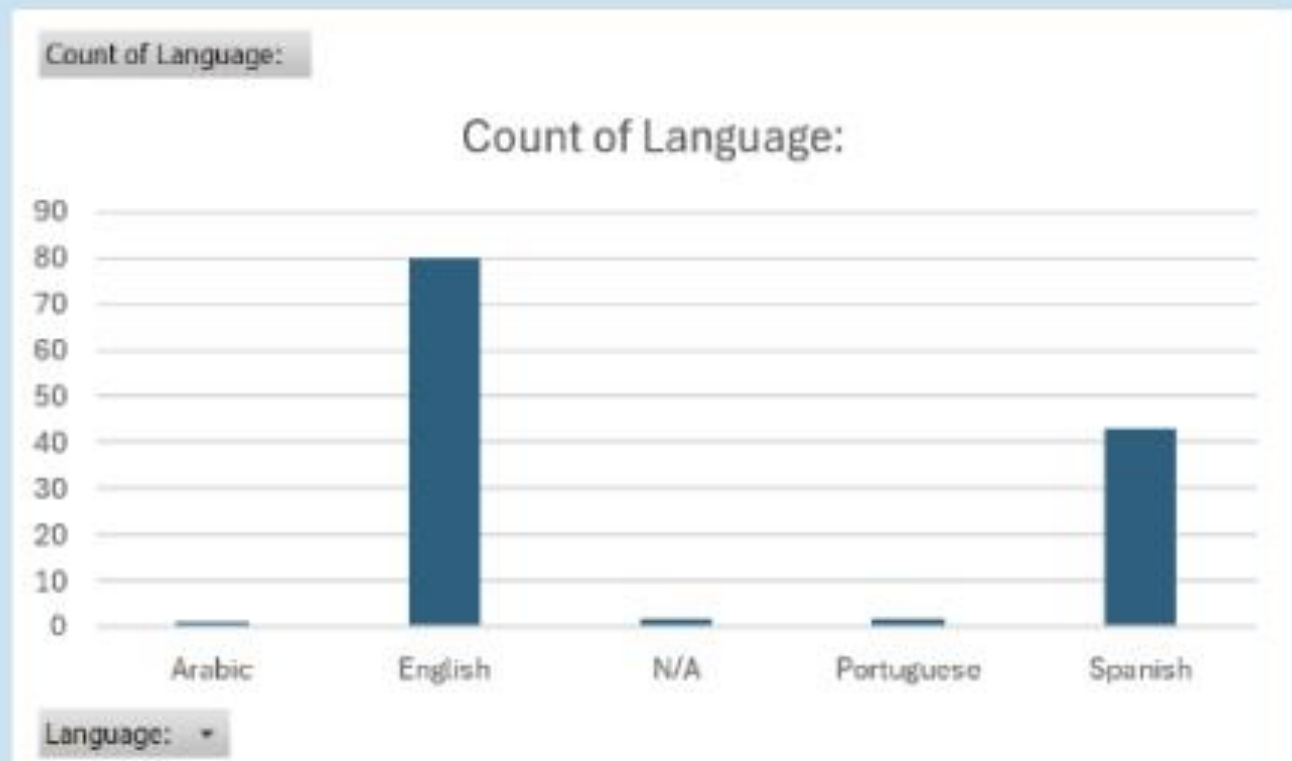
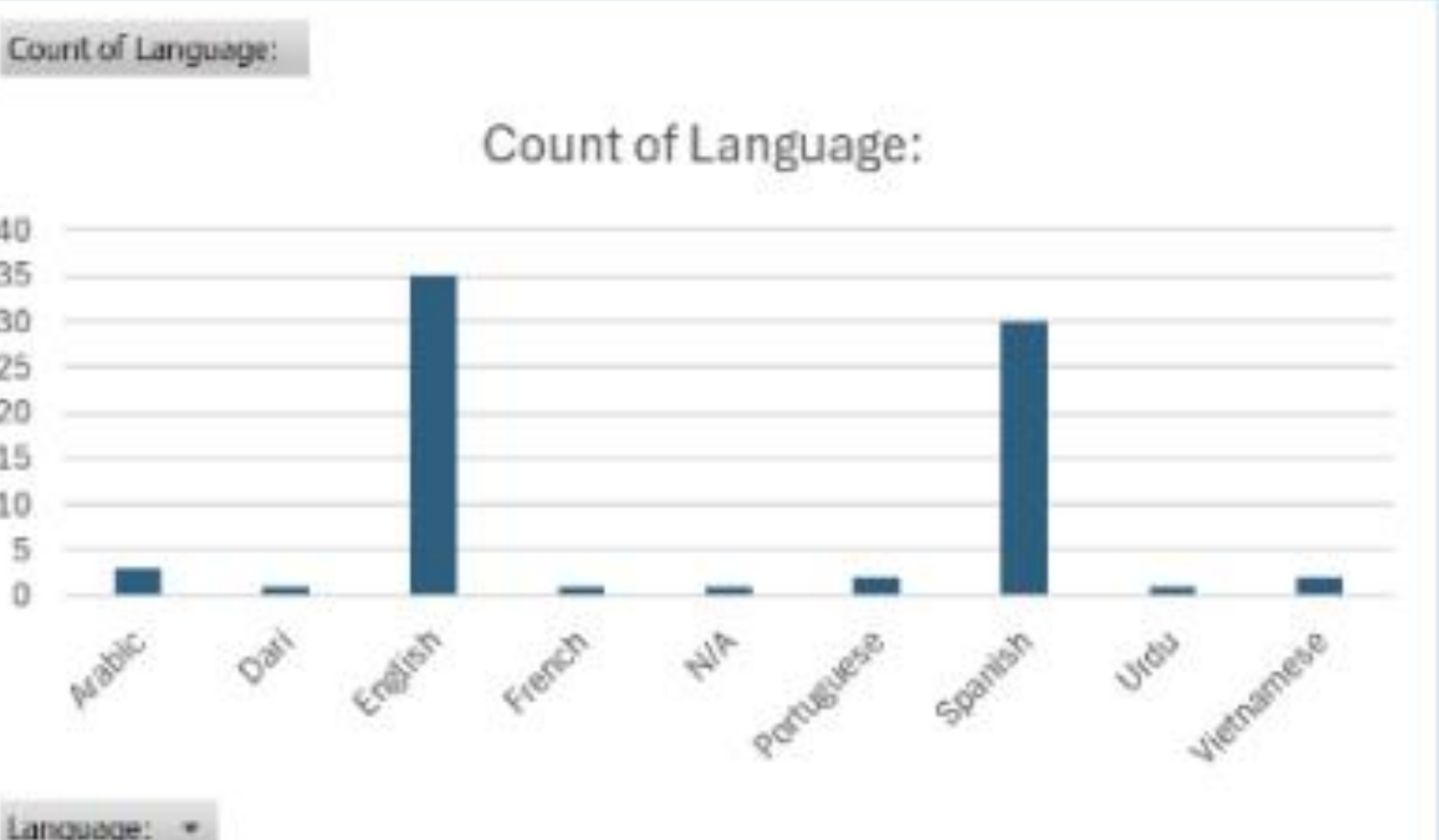




Issue:	Solutions:	Key Takeaways:																																																																																																								
Background Timely payment of self-pay balances is an important part of the revenue cycle while also helping patients avoid escalating debt. During my internship, I evaluated front-end (OSS) and back-end (Billing/Collections) workflows to better understand how self-pay accounts were managed and identify opportunities to improve the patient financial experience. Observe Billing + Assess Deposits Making Aged Account Calls for Collections Observe OSS RHHD Operations Recommendations Project Goal: Evaluate and reduce self-pay account balance by seeing operations of OSS and billing workflow and recommendation to reduction of outstanding balances that help improve overall revenue cycle performance. Challenges & Gaps Workflow Challenges - Self-pay accounts were managed using a printed ~ 90-page aging report. - Staff manually searched each account using the patient ID to determine current balances, fees, penalties, and write-offs. - The process was repetitive, time-intensive, and difficult to monitor consistently. Patient Barriers - Patients often relied on mailed billing statements that were not always received. - No online payment portal was available. - Payment options were limited to in-person or phone payments. - Many patients qualified for sliding-scale services and experienced financial barriers. Operational Gap - Without a centralized digital tool, OSS staff had limited visibility into which patients required timely follow-up before balances became overdue. Developed a centralized digital dashboard that: - Updates daily with self-pay account information. - Displays patient visit dates, procedures, balance amounts, account age, and applicable fees. - Replaces manual review of printed aging reports. - Provides OSS with an organized tool for proactive patient follow-up. Outcomes: - Improved visibility and accessibility of self-pay account data. - Supported more consistent communication between Billing and OSS. - County collection performance increased from 75% to 86% during the internship. - Created a sustainable workflow to facilitate earlier patient outreach. - Created opportunities to reduce outstanding balances through proactive account management. East Henrico: <table><tr><th>Service:</th><th>Average of Age:</th><th>Sum of Balance:</th><th>Count of Name:</th></tr><tr><td>FP</td><td>34.63333333</td><td>2307.01</td><td>30</td></tr><tr><td>FP, VD</td><td>29.28</td><td>1339.51</td><td>25</td></tr><tr><td>IM</td><td>36.8</td><td>820.65</td><td>5</td></tr><tr><td>IM, VD</td><td>31</td><td>37.36</td><td>1</td></tr><tr><td>VD</td><td>34.20895522</td><td>2453.67</td><td>67</td></tr><tr><td>Grand Total</td><td>33.421875</td><td>6958.2</td><td>128</td></tr></table> Sliding Scale <table><tr><th></th><th>Sum of Balance:</th></tr><tr><td>A</td><td>156.08</td></tr><tr><td>B</td><td>77.36</td></tr><tr><td>C</td><td>686.84</td></tr><tr><td>D</td><td>1122.36</td></tr><tr><td>E</td><td>1230.88</td></tr><tr><td>F</td><td>624.24</td></tr><tr><td>Full Fee</td><td>1002.24</td></tr><tr><td>G</td><td>1724.22</td></tr><tr><td>Not on File</td><td>333.98</td></tr><tr><td>Grand Total</td><td>6958.2</td></tr></table> Count of Language:  West Henrico: <table><tr><th>Service:</th><th>Average of Age:</th><th>Count of Name:</th><th>Sum of Balance:</th></tr><tr><td>FP</td><td>30.27272727</td><td>11</td><td>360.04</td></tr><tr><td>FP, VD</td><td>32.41666667</td><td>12</td><td>1534.32</td></tr><tr><td>IM</td><td>38.83333333</td><td>6</td><td>271.18</td></tr><tr><td>IM, TB</td><td>37.5</td><td>2</td><td>145.76</td></tr><tr><td>MA</td><td>33</td><td>1</td><td>7.3</td></tr><tr><td>TB</td><td>34.91428571</td><td>35</td><td>1626.28</td></tr><tr><td>VD</td><td>38.88888889</td><td>9</td><td>259.4</td></tr><tr><td>Grand Total</td><td>34.67105263</td><td>76</td><td>4204.28</td></tr></table> Sliding Scale <table><tr><th></th><th>Sum of Balance:</th></tr><tr><td>A</td><td>90.41</td></tr><tr><td>B</td><td>30.95</td></tr><tr><td>C</td><td>352.51</td></tr><tr><td>D</td><td>1236.12</td></tr><tr><td>E</td><td>425.77</td></tr><tr><td>F</td><td>138.47</td></tr><tr><td>Full Fee</td><td>1913.88</td></tr><tr><td>Not on File</td><td>16.17</td></tr><tr><td>Grand Total</td><td>4204.28</td></tr></table> Count of Language:  Acknowledgement Special thanks to Liz Denison, Leilani Tucker, Miranda Ellis, Christine Sult, Tashima Jones, the OSS teams in Henrico and Richmond, and Scott Romanello for their mentorship, expertise, and support throughout my internship. I am also deeply grateful to Bridget and Jeff for this incredible opportunity and their encouragement throughout my experience.	Service:	Average of Age:	Sum of Balance:	Count of Name:	FP	34.63333333	2307.01	30	FP, VD	29.28	1339.51	25	IM	36.8	820.65	5	IM, VD	31	37.36	1	VD	34.20895522	2453.67	67	Grand Total	33.421875	6958.2	128		Sum of Balance:	A	156.08	B	77.36	C	686.84	D	1122.36	E	1230.88	F	624.24	Full Fee	1002.24	G	1724.22	Not on File	333.98	Grand Total	6958.2	Service:	Average of Age:	Count of Name:	Sum of Balance:	FP	30.27272727	11	360.04	FP, VD	32.41666667	12	1534.32	IM	38.83333333	6	271.18	IM, TB	37.5	2	145.76	MA	33	1	7.3	TB	34.91428571	35	1626.28	VD	38.88888889	9	259.4	Grand Total	34.67105263	76	4204.28		Sum of Balance:	A	90.41	B	30.95	C	352.51	D	1236.12	E	425.77	F	138.47	Full Fee	1913.88	Not on File	16.17	Grand Total	4204.28
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