

UNCOVERING A HALF MILLION-DOLLAR BILLING ERROR



Streamline Health RevID™

RevID's advanced clinical activity routing and charge reconciliation process identified a misclassification of a billable procedure, correcting a systemic EHR charge build issue worth over half a million dollars. This ensured accurate reimbursement for all services rendered, highlighting the critical role of Streamline's automated solutions in revenue cycle management.

CHALLENGES

- **Ineffective Manual Processes:** The existing process was largely manual, leading to inefficiencies and errors.
- **Lack of Awareness:** Unaware of discrepancies in charge builds resulted in gaps during reconciliation.
- **Revenue Loss:** Missing charges caused significant revenue losses across multiple departments.



Using Streamline, we did find half a million dollars in charges in one radiology department. That was because it wasn't turned on correctly in MedConnect. So, from that, I mean, that's just one. Now, how many of those ones do I have across 10 systems, 10 hospitals? ”

– AVP of Revenue Cycle

OUTCOMES

- **Enhanced Charge Reconciliation Process:** A comprehensive charge routing audit was implemented, ensuring accurate revenue capture and billing integrity across all service lines.
- **Error Identification:** Discovered charge build errors, specifically a “No Charge” function was misapplied to a nuclear medicine procedure, preventing automatic charge generation upon completion of clinical activities.
- **Significant Revenue Recovery:** This single error resulted in reconciliation of gross revenue totaling \$568,345.

CLIENT PROFILE

EMR: ORACLE CERNER



725 BEDS
1 FACILITY



\$1.5B NET
PATIENT REVENUE



27K INPATIENT
DISCHARGES



305K OUTPATIENT
VISITS

GOALS

- **Implement Charge Reconciliation Program:** Establish a proprietary approach to ensure all services are accurately charged, billed to minimize missed charges and underbilling.
- **Pre-bill Issue Resolution:** Ensure charge build is accurate, and discrepancies are resolved before billing.
- **Expedite Billing:** Reduce late billing instances caused by charge build issues, improving cash flow.

\$568K

Recovered from a Single
Department Billing Error

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