Rev Cycle Operational Engagement Program

Comprehensive, fully integrated solutions to maximize innovation, adoption and value

Managing a revenue cycle EHR implementation requires skilled and experienced project leadership to keep a sharp eye on multiple, complex project attributes and the needs of diverse stakeholder groups, simultaneously. Impact Advisors has provided leadership and/or support on over 100 EHR implementations to fully leverage the value of the technology.

Implementing good tools is part of the solution, but real innovation happens when your people embrace those tools and leverage them to solve their challenges and continuously improve. Impact Advisors partners with you to drive engagement, adoption, and lasting change.

Managing the human and technical aspects of change is crucial to success

Impact Advisors packages our implementation and operational engagement expertise within a **Prepare, Lead, and Improve framework.** Each stage has a specific focus and key activities to which our associates add their experience, working toward a successful implementation and maximizing operational engagement and adoption.

PREPARE	LEAD	IMPROVE
• Experience-based implementation plans • Tested methodologies • Project management and budgeting tools • Engaged leadership	• Alignment with enterprise vision • Adherence to project scope, timeline and budget • Managed communications and expectations • Mentoring and knowledge transfer	• Progress and performance benchmarks • Structure, organization and performance reviews • Quality assessments • Risk management
▼ ▼ ▼ Expedited Implementation	▼ ▼ ▼ Expected Results	▼ ▼ ▼ On Track Delivery

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MAJOR PHASES & FOCUS

▸ **Structure, Design, Education & Analysis**

This phase sets the foundation for operational engagement, providing education on the process, organizing decisions to be made, and building governance and workgroup tools. Access and Rev Cycle Readiness (ARCR) leads (alongside their Impact Advisors' counterparts) participate in workflow design sessions, assist with work prioritization, and become versed in current state workflows, challenges, and reporting.

▸ **Workflow Gap Mitigation & User Readiness**

This phase focuses on reviewing all RCM (including any "unique to us") workflows to identify gaps between the current and future tech-enabled design. Once completed, role-based training begins on the new workflows.

▸ **Go-live Preparation & Management**

As go-live approaches, the focus pivots to data conversion, team preparedness, and providing operational assistance during the stabilization window. This includes monitoring performance coming out of go-live, issue prioritization, root cause analysis and resolution, and driving towards a return to baseline performance.

(See reverse side for specific OE roles and responsibilities.)

Operational Engagement Roles

Impact Advisors' operational engagement roles are aligned with and embedded within each pillar of the revenue cycle. Working side-by-side with their client counterparts, they serve as guides, mentors, and extra sets of roll-up-the-sleeves hands throughout the implementation to ensure the organization's strategic, financial, and business process goals are achieved.

Access and Revenue Cycle Readiness (ARCR) Operational Engagement Lead

- Partners with client ARCR lead and executives throughout the implementation to design the standard
- Ensures that decision-making is quick and well-informed
- Provides oversight and direction of project for all revenue cycle verticals
- Works closely with client ARCR lead to plan critical discussion topics and "ARCR summits"
- Ensures coordination of issues/topics across all areas of the revenue cycle and ensures deliverables are met

Patient Access Operational Engagement Analyst

- Supports registration, scheduling, call center, utilization management, referrals, authorizations and patient portal (both PAS and RCM related topics such as registration/scheduling, patient balance collection, etc.)
- Is responsible for edits, patient workqueues and functional integration and eligibility

HIM & Coding Operational Engagement Analyst

- Supports legal medical record, CDI, forms/waivers and functional integration, as well as coding workflows, simple visit coding, CCI/coding edits, workqueues, third-party integrations (i.e., Optum, 3M 360, etc.)
- Is responsible for edits, workqueues and compliance

Revenue Integrity Operational Engagement Analyst

- Is responsible for coordinating with clinical build teams and clinician representatives to ensure clinical charge capture
- Supports CDM and consolidation and fee schedule build
- Is responsible, in partnership with ARCR lead for this area, for the Charging Workgroup, the Charge Generation Tracker (CGT) and development of the charge reconciliation process and roll-out to the departments

Billing Operational Engagement Analyst

- Is responsible for processes and design surrounding both professional and hospital billing insurance and self-pay collections
- Includes follow-up, claims, remittances, denials, appeals, PFS call-center, statements, integration with claims clearinghouse, billing and claims edits, statement holds, workqueues, reporting, and third-party integrations
- Coordinates legacy AR wind-down management

Support Operational Engagement Analyst

- Provides ongoing project support to the teams; collects, compiles and maintains all project-level documentation
- Identifies and schedules meetings with individuals and teams; supports the development of project deliverables