



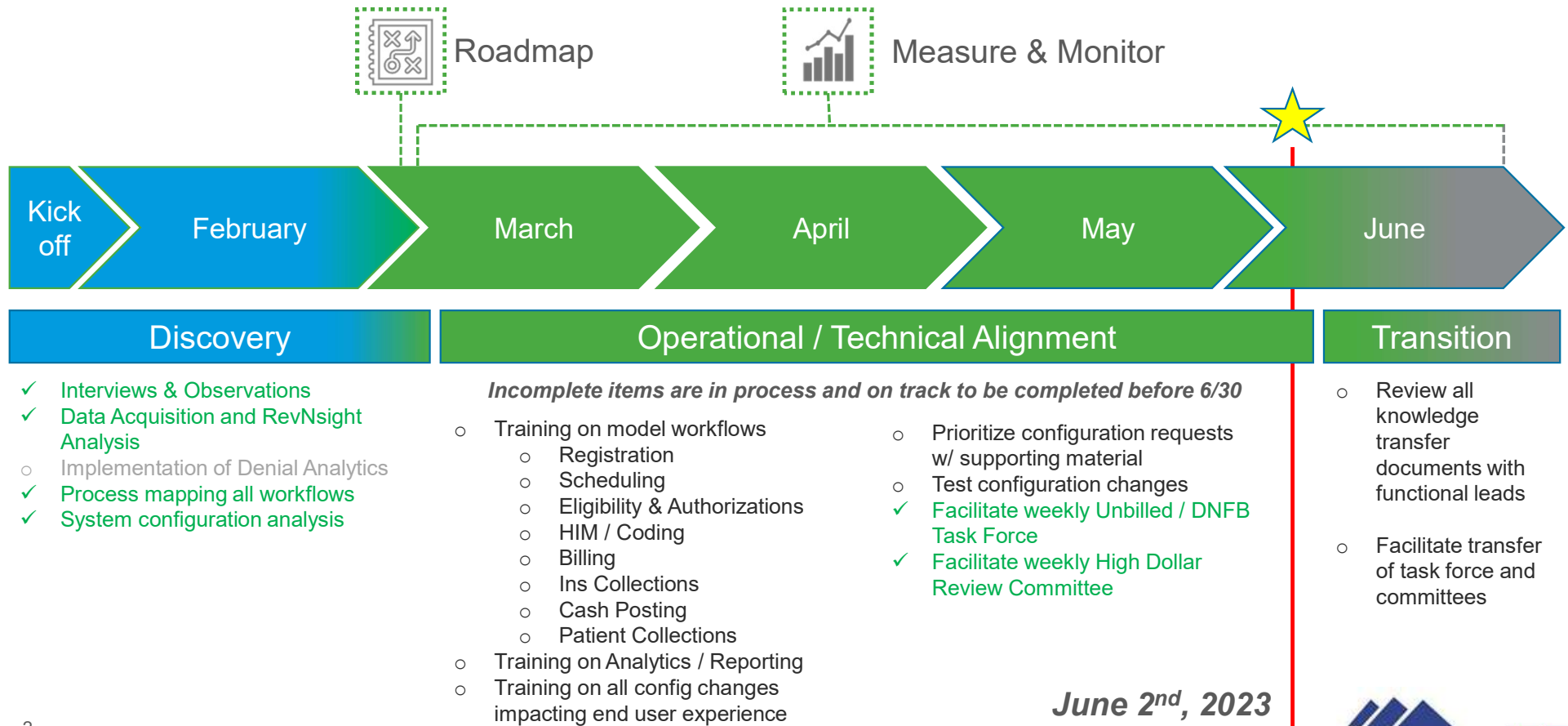
## Northern Inyo Healthcare District Revenue Cycle / Margin Improvement

### RSM Slides – NIH Board Meeting

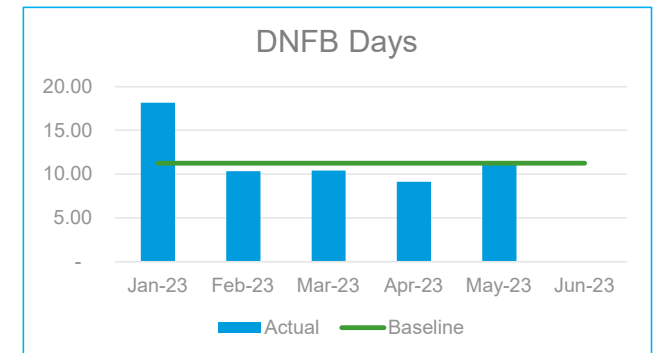
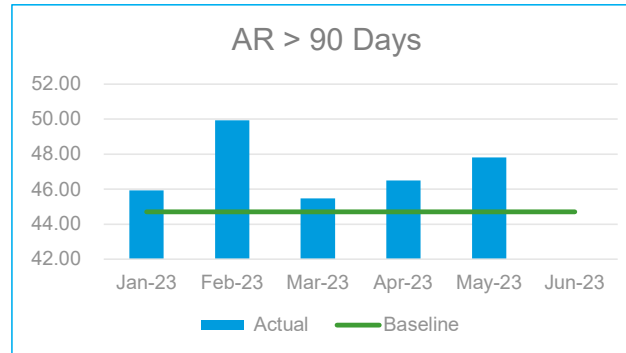
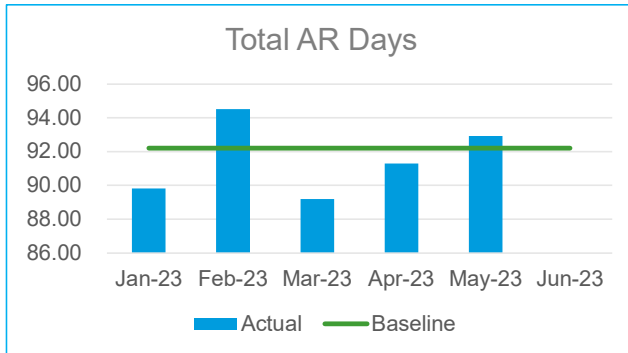
June 2<sup>nd</sup>, 2023



# RSM Activities - Timeline



# 2/1/23 to 5/31/23 NIH has collected \$3M Above Q4 2022 Average



**Baseline A/R Days (92.2)** are defined as outstanding A/R as of 12/31/22

Month	Metric	Status
January 2023	89.8	Green
February 2023	94.5	Red
March 2023	89.2	Green
April 2023	91.3	Green
May 2023	92.9	Red

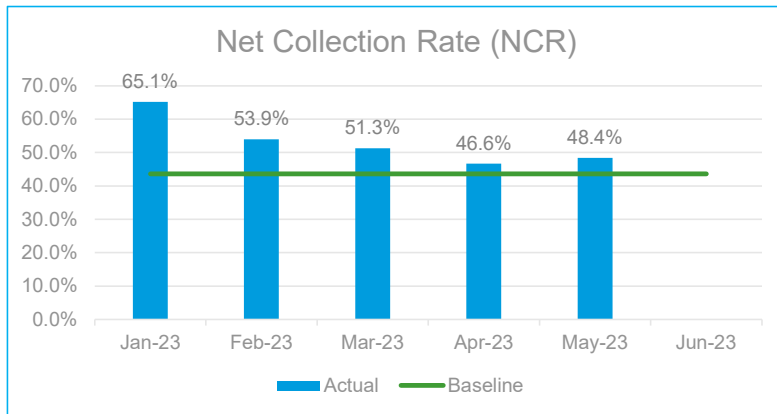
**Baseline A/R > 90 Days (44.71)** are defined as outstanding A/R as of 12/31/22

Month	Metric	Status
January 2023	45.9	Red
February 2023	49.9	Red
March 2023	45.5	Red
April 2023	46.5	Red
May 2023	47.8	Red

**DNFB Days (11.25)** are defined as outstanding A/R as of 12/31/22

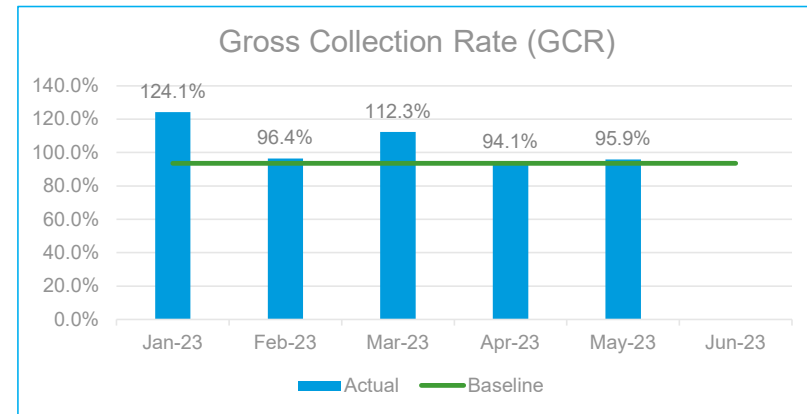
Month	Metric	Status
January 2023	18.1	Red
February 2023	10.4	Green
March 2023	10.4	Green
April 2023	9.1	Green
May 2023	11.4	Red

# 2/1/23 to 5/31/23 NIH has collected \$3M Above Q4 2022 Average



**Baseline Net Collection Rate (43.6%)** is defined as percent of payments over charges for Q4 2022.

Month	Metric	Status
January 2023	65.1%	●
February 2023	53.9%	●
March 2023	51.3%	●
April 2023	46.6%	●
May 2023	48.4%	●



**Baseline Gross Collection Rate (93.6%)** is defined as percent of payments & adjustments over charges for Q4 2022.

Month	Metric	Status
January 2023	124.1%	●
February 2023	96.4%	●
March 2023	112.3%	●
April 2023	94.1%	●
May 2023	95.9%	●

# RSM has realized \$3M of \$20M total cash opportunity for NIH

Issue / Task	Lever	Status	Projected ROI	Project to Date Performance
<b>Cash Acceleration Activities</b>				
High Dollar Task Force	Cash & Efficiency	In Process	\$ 8,895,382	\$ 973,305
Novus Data Exchange	Cash & Efficiency	Completed - Novus to work backlog	\$ 5,404,082	\$ 970,236
Terminated Users Work Queue Redesign	Workflow	SR Ticket Logged	\$ 1,860,000	\$ -
Denial Task Force	Cash & Efficiency		\$ 1,500,000	\$ -
Itemized Bill Printing	Workflow	Completed - OS Health to work denials	\$ 1,240,000	\$ 310,000
DNFB Task Force	Cash & Efficiency	In Process	\$ 767,269	\$ 717,019
Voided Benefit Order Workqueue	Training	SR Ticket Logged	\$ 309,313	\$ -
			<b>Total: \$ 19,976,046</b>	<b>\$ 2,970,560</b>
<b>Operational Support Activities</b>				
Financial Transaction Alias Audit	Technical Configuration	Complete		
General Ledger Aliasing Design	Technical Configuration	Complete		
Pending Registration Modification Holds Training	Training	Complete		
AR At Risk Analysis	Reporting	Complete		
835 Remittance Posting Rules Configuration	Technical Configuration	Complete		
Registration Conversation Audit	Technical Configuration	In Process		
Access Management Workflow Audit	Workflow	In Process		
Case Management Process Design	Workflow	In Process		
Cash Posting and Reconciliation Process Redesign	Workflow & Training	In Process		
Charge Configuration Audit	Technical Configuration	Not Started		
Advanced Medical Necessity Checks	Workflow	Not Started		
Health Plan Library Reconfiguration	Technical Configuration	SR Ticket Logged		
No Show Ops Job Configuration	Technical Configuration	SR Ticket Logged		

# Corrective Action Plan

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## Cash Posting Process Training

- RSM conducted a training for the Cash Posting team and Revenue Cycle leadership on 5/9/23. The team will perform a Cash Clearing Analysis in June to reconcile all deposits, cash posted to patient A/R, and journal entries for non-patient A/R for the time period of Cerner implementation to current

## Edit Failure Root Cause Analysis

- RSM will be working with NIH to evaluate all edit failures preventing timely submission of claims to identify root cause and oversee implementation of operational or technical changes

## Denial Avoidance Program

- RSM conducted a program training session on 5/11 to establish the policies and procedures for the Denials Task Force. The kick-off meeting will be held in early June to begin evaluation of all edit failures preventing timely submission of claims to identify root cause and oversee implementation of operational or technical changes

## Charge Review

- Evaluate the charge configuration to identify where gaps may exist in the current build which have the potential to cause revenue leakage.

## Advanced Medical Necessity Checks


- Evaluate the configuration of Cerner's medical necessity checks within PowerChart, SurgiNet, RadNet, LabNet. Identify gaps, oversee the testing and implementation of required changes

## 835 Remittance Posting Rules

- RSM conducted a remittance posting design session on 5/25. Posting rules regarding contractual adjustments need to be established before the change can be implemented by Cerner. The RSM is targeting the week of 6/12 to have this change request submitted.



# QUESTIONS AND ANSWERS



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