Phoenix Area - Management Support Organization PAMSO

Improving Business Process and Support Systems

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DISCUSSION

- Overview of the Business Process
  - Phoenix Area to design a support structure
  - Benefits of this centralization

- Implementation
  - Implementation Plan

- Management
  - Monitoring
  - Reports

Business Process

- **Historically**, recommendations for business process changes have been a problem
  - Inexperienced Staff
  - Continued changeover in staff
  - NEW Revenue reimbursement rules
  - Numerous system enhancements
- *2007 –* identification of the need to change current business process came to the forefront as the Phoenix Area assessed current Business Office Practices and staffing expertise

Benefit of PA-MSO

- More Accurate Data entered into RPMS clinical and administrative applications
- Increase in front-end and back-end office efficiency
- Decrease in duplication of processes
- Increase in the number of facility staff aware and involved in the overall business operations
- INCREASED Third Party Revenue

Business Process changes "Proven Concept"

- Facilities focused on key areas and revenue was increased
  - Registration
  - Benefit Coordination
  - Process Flow
- Phoenix Area implemented major process changes by incorporating contract support to design and implement improved business processes

Business Process Relative to the New PA-MSO

- Software alone cannot capture accurate data
- Need for adequate support systems and staffing
- Management involvement necessary
- Data quality reviews a must
- Increased front-end edits decrease work for the back-end process

Support Systems

- PA-MSO is a centralized support structure

- Development of PA–Revenue Database

- Development of PA-Denial Management Database

- Development of daily, weekly & monthly reports

- Development of training program

- It's critical to remember that this is not a one time implementation and that it will be ongoing

PA-Revenue Database

- Daily download of revenue received
- Breakdown of deposits
  - Breakdown by Service Location
  - Breakdown by Allowance Category
  - Breakdown of deposits
- Daily, Weekly & Monthly Reports

PA-Denial Management Database

- Update database daily with denials
  - Separation of denials
    - Correspondence
    - Re-submission
    - Appeal
- Monitor and Track denial trends

RPMS Maintenance

RPMS Maintenance

- Standardization of Insurer setup
- Improved system operations
- Purpose and Objective
  - Improve effectiveness
  - Enhance efficiency
  - Standardization of processes throughout each clinic and hospital operation
  - Provide resource for Business Office staff

Implementation Process

- Recommendations
  - Detailed documentation of the proposed business process
  - Workflow diagrams
  - Manual, Addendum and Reference Information
  - Step by Step plans to transition existing to recommended changes

QUESTIONS & ANSWERS

Thank you

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