

Webinar C

How to Use the CDM to Increase Accountability

May 24, 2019



STROUDWATER

Webinar A

Findings from the Field: Most Common CDM Errors

Webinar B

Impact of Pricing Levels and Strategies on Net Revenue

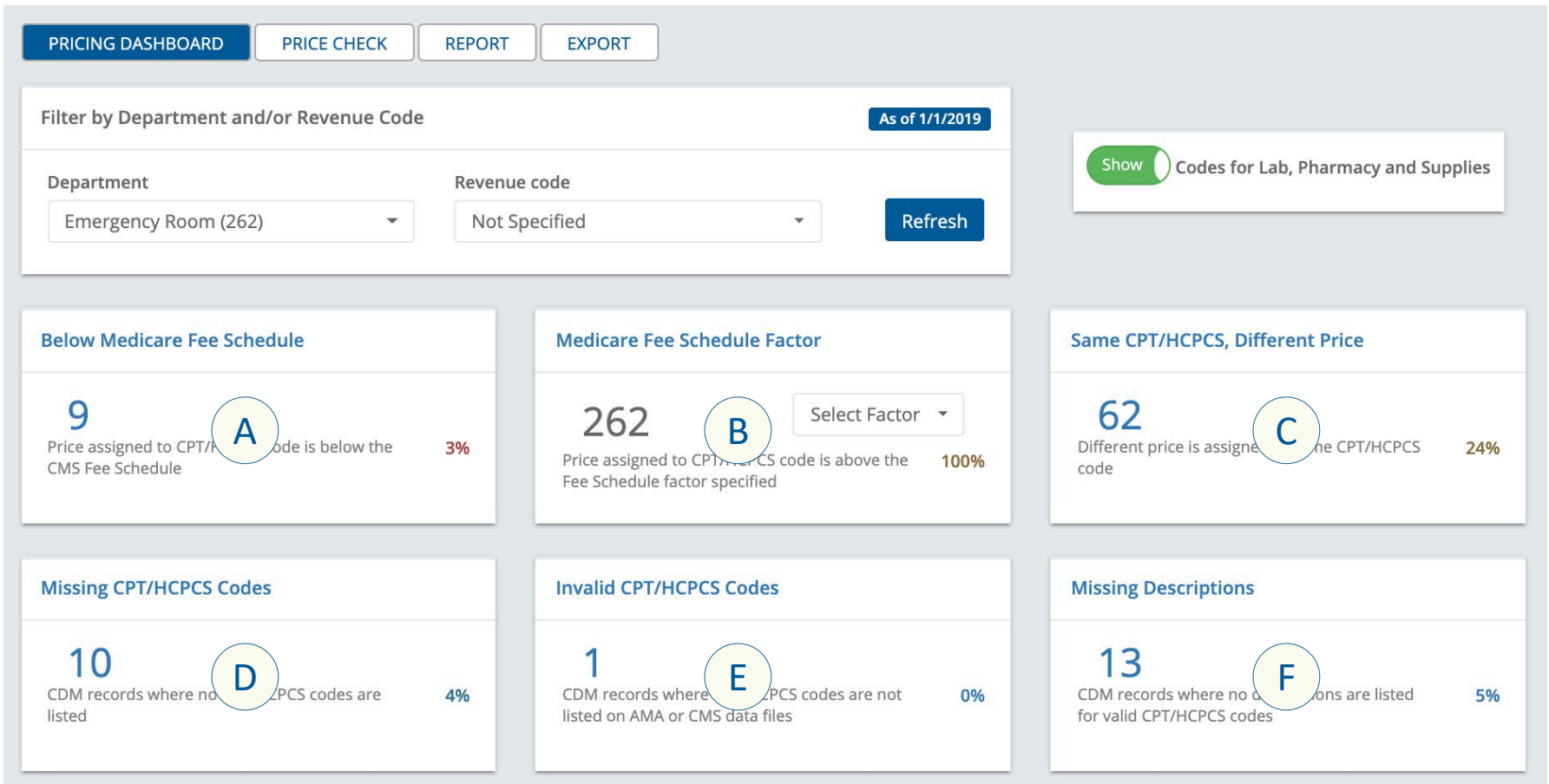
Thursday, May 16th at 12:00 PM (EST)

Webinar C

How to Use the CDM to Increase Accountability

Friday, May 24th at 1:00 PM (EST)

Webinar A: Most Common CDM Errors



Webinar B: Setting Prices from Benchmarks

PRICING DASHBOARD PRICE CHECK REPORT EXPORT

Enter CPT/HCPCS Code

CPT/HCPCS: 99282 Department: Select Department

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About This Code 1 [2019 CMS Fee Schedule](#)

CPT/HCPCS CODE: 99282
DESCRIPTION: EMERGENCY DEPARTMENT VISIT LOW/MODER SEVERITY
STATUS Ind.: J2

FEE SCHEDULE:	<u>APC</u>	<u>TECH. FEE</u>	<u>PROF. FEE</u>
	\$124.65	N/A	\$40.62

Your current Charge Level 2 [As of 1/1/2019](#)

Technical	Professional
\$124 1	\$

Current charge value is the average of charges for the given CPT, click on # entries for details.

Select Charge Level (Technical) 3

Factor: 1x Price for this Code: \$ 125 .00

Industry Insights 4
Compare your hospital's performance

25 th Percentile	Median	2019 Fee Schedule	Your Hospital	75 th Percentile
Technical	Technical	APC/Tech. Fee	Technical	Technical
\$167	\$235	\$124.65	\$124	\$316

For evaluating the performance of individuals as well as departments

- Metrics** – Tied to performance evaluations
- Budgets** – Department manager ownership
- Targets** – How well do we need to perform?
- Initiatives** – Finishing projects with results

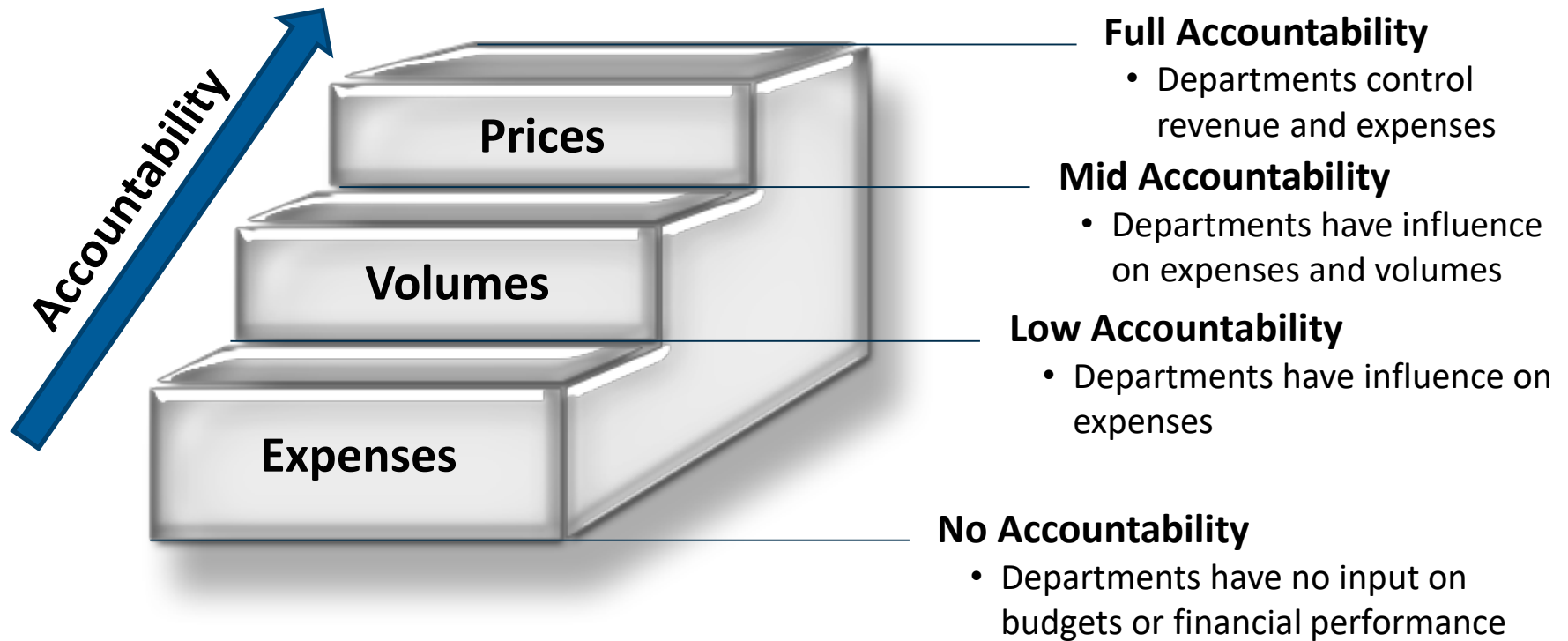
Who in the organization gets to make what decisions

- Chargemaster** – Setting policy and prices
- Budgets** – Department manager ownership
- Staffing** – Leaders pick their teams
- Investments** – Department capital planning

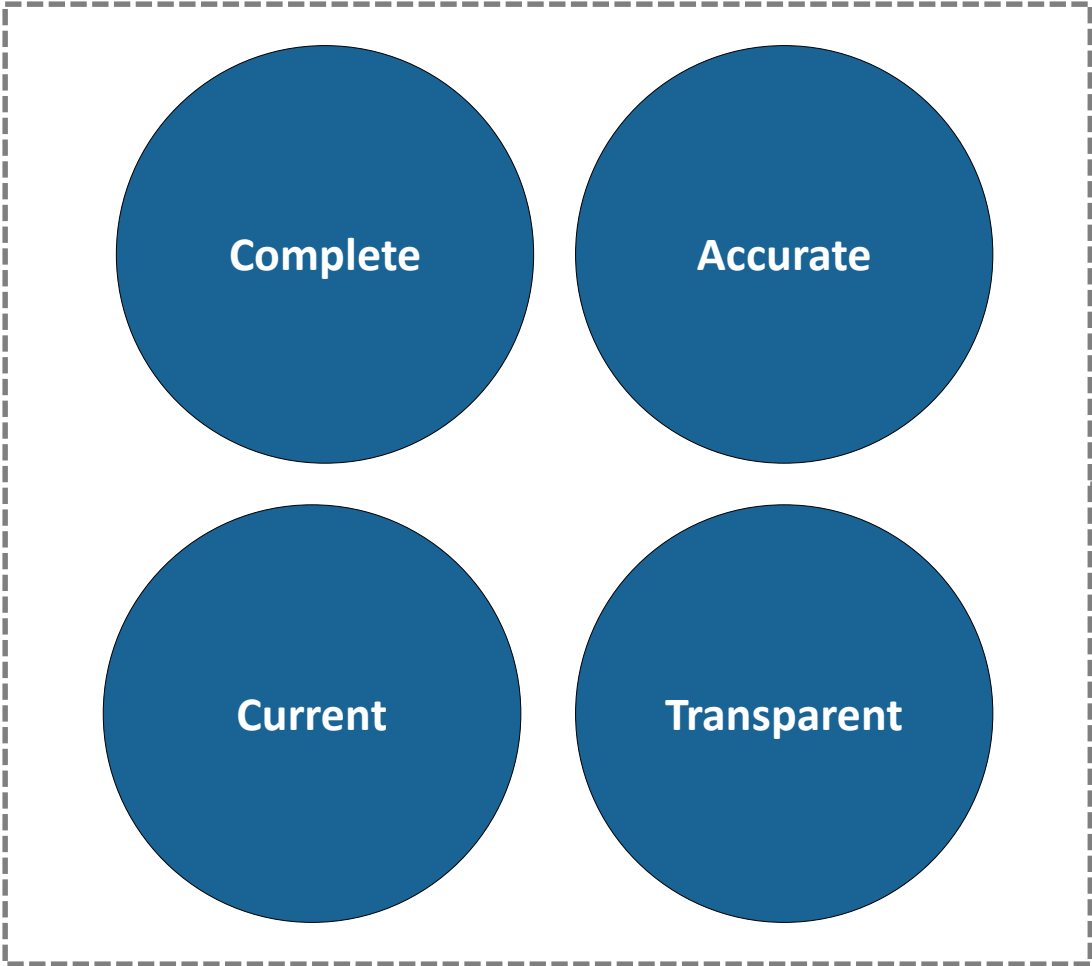
Levels of Accountability



Budgets and Financial Statements



Chargemaster Big Picture Goals



Broad
Ownership and
Greater
CFO Control

Steps to Take Control of Your Chargemaster

Make the chargemaster an administrative priority

- Administration must ensure that all revenue cycle participants understand the role and importance of the chargemaster to the financial stability of the hospital
- To be successful, a chargemaster review process must be done in departmental chunks - **It is impossible to fix it all at the same time**
- Success depends on:
 - Administrative support
 - Administrative guidelines and framework
 - Assignment of responsibilities
 - Demand for quality
 - Commitment to customer service

Administrative support and empowerment gives the hospital the ability to hit the chargemaster reset button



Steps to Take Control of Your Chargemaster

Ensure departmental accountability and ownership

- Administration must ensure that every department, through revenue cycle teams, take accountability for and ownership of their departmental chargemaster
- To be successful, a chargemaster process must center around the people who provide the service - **It is impossible to ensure quality, customer service and result without departmental control**
- Success depends on:
 - Departmental control
 - Consistent review, auditing and discussion
 - Assignment of responsibilities
 - Accountability
 - Commitment to customer service

Steps to Take Control of Your Chargemaster

Improve pricing fundamentals

- Every hospital must have a set of policies and procedures that governs the administration of a pricing methodology
- The pricing methodology must be patient-centric and defensible
- Reality is that the majority of hospitals do not have a written policy
 - The pricing policy is passed on verbally over time
- Pricing policy is often based on the beliefs, practices and resources of the staff responsible
- Very few people, including administrative leadership, fully understand the how and why behind their pricing policy

Establish Expectations

- **Develop an audit process**
- **Ask for feedback from the team**
 - Production expectations
 - Quality expectations
 - Customer service expectations
 - Education and training opportunities
- **Develop a comprehensive revenue cycle process**
 - Create a mission for all teams
 - Ensure representative inclusion
 - Ensure proper participation



How to Stay Accountable

PRICING DASHBOARD
PRICE CHECK
REPORT
EXPORT

Enter CPT/HCPCS Code

CPT/HCPCS Department

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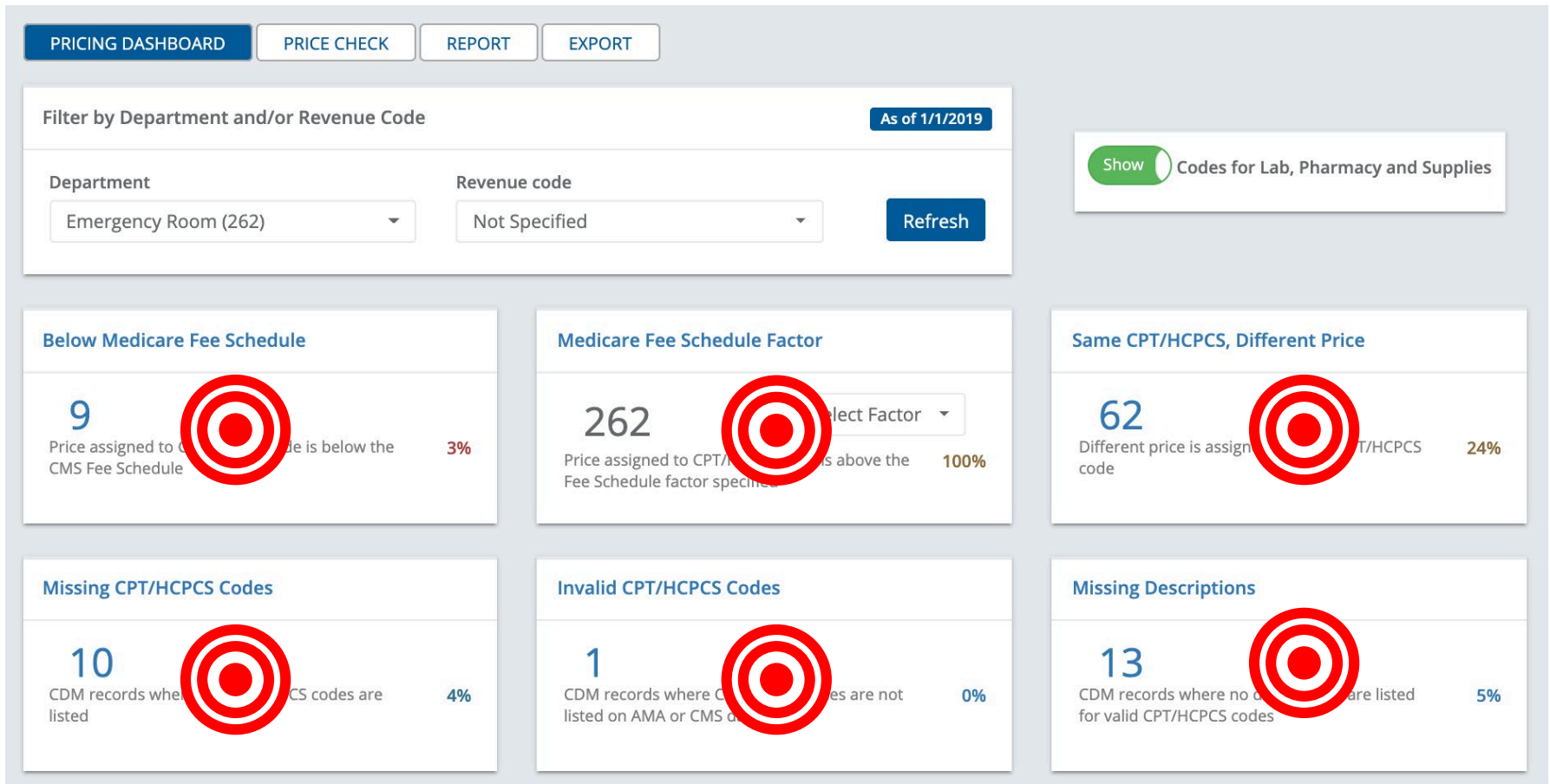
Select Charge Level (Technical)

Factor	Price for this Code
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Industry Insights
Compare your hospital's performance

<p>25th Percentile</p> <p>Technical</p> <p style="font-size: 24px;">\$167</p>	<p>Median</p> <p>Technical</p> <p style="font-size: 24px;">\$235</p>	<p>2019 Fee Schedule</p> <p>APC/Tech. Fee</p> <p style="font-size: 24px;">\$124.65</p>	<p>Your Hospital</p> <p>Technical</p> <p style="font-size: 24px;">\$124</p>	<p>75th Percentile</p> <p>Technical</p> <p style="font-size: 24px;">\$316</p>
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How to Hold Leaders Accountable



Contact

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