

# Rev It Up: Drive Your Revenue Cycle Faster from Start to Finish

*"In our first year alone, the Hospital Business Office saved \$200,000 on supplies, and now we save \$145,000 annually. We process checks two to three days sooner."*

— Brian Rahman, Patient Financial Services Manager  
MeritCare Health System

## The Payoff

- Accelerate cash flow
- Take days out of AR
- Eliminate billing delays

## The Basics

Just one slow step in the revenue cycle can stall the entire process. And a slow revenue cycle affects patient satisfaction and your bottom line. In these tight economic times, increasing cash flow is more important than ever.

## The Challenges

Paper and disconnected systems are often directly linked to delays in the billing process. They are the source of the tedious, low-value tasks that your staff are forced to focus on when they could be concentrating on customer service and collection.

- Redundant collection of patient documents at registration. Patient billing information is difficult to access.
- Half-paper, half-electronic chart completion and coding. Completing and referencing paper charts holds up the process.
- Slowed billing processes. Paper and manual processes increase days in patient billing.

## The Solution

When you take the paper out of the revenue cycle and eliminate manual document routing, you can cut days off the accounts receivable process. By scanning in paper documents and automating processes, OnBase enables your revenue cycle to perform faster from patient registration to final payment. And by integrating OnBase with your existing systems, users never need to leave the applications they are used to working in.

### ***Don't Let a Paper Foundation Hold Up Your Revenue Cycle***

Create a strong foundation at the first—and one of the most crucial—steps in the revenue cycle. Instead of copying patient documents (e.g. insurance cards, consent forms, IDs), capture them electronically without additional steps.

With OnBase, the documents collected at registration are automatically linked to patient records and accounts in billing and revenue cycle software. Regardless of where documents are collected or where they are being accessed, authorized users bring up the OnBase documents relevant to that patient with just a single click from within their billing system.

That means you start off the revenue cycle ahead of the game. There are no more delays as documents travel from registration sites to business offices or are hunted down in file folders. Documents are only collected once, they're more secure, and they're available across all of your sites.

### **Turn Services into Bills Sooner**

With documents captured throughout the patient care cycle in OnBase, the HIM department completes charts sooner. You decrease deficiencies and reduce delinquent charts. By eliminating any paper research, coders and analysts can work offsite, increasing your competitive edge for these high-demand jobs. With higher productivity and accuracy, bills get out sooner and the revenue cycle is faster.

Not to mention, you'll be audit-ready. When RAC auditors demand information, you'll have it all in one place—accurate, defensible and proven.

### **Reduce the Days in AR**

With OnBase, you remove the paper and manual processes to review and submit claims. You take out unnecessary labor and resources so you can lower costs. And with consistent processing and easily retrievable documentation, you reduce the risk that your claims will be rejected or denied.

OnBase captures paper and electronic EOBs and splits them into individual patient encounters. That way, all EOBs are handled consistently and electronically. Rejections and denials can be quickly researched and responded to, and remittances are promptly entered for payment processing.

Patient balances are sent out faster, and patient satisfaction improves with better customer service and follow-up.

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## **Why OnBase**

OnBase improves steps throughout the revenue cycle because it's not just a department solution. It is an enterprise standard content management solution. OnBase has the flexibility and experience to be the only content management and workflow solution a healthcare organization needs.

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## **time to make a difference.**

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That's effective document and process management.

That's the OnBase difference.

Learn more at [OnBase.com/Healthcare](http://OnBase.com/Healthcare)

**OnBase**<sup>®</sup>  
a Hyland Software solution