

## **CHARGE RECONCILIATION FOR REVENUE PRODUCING UNITS**

**Originator: Director of Revenue Integrity**

**Approved By: Mark T. Steele, M.D., Chief Medical Officer/Chief Operating Officer**

**Policy:** Each revenue producing department will perform a reconciliation daily (excluding weekends and as approved by the Revenue Integrity Department) of their charges to ensure that each service provided, procedure performed, and supplies used are properly charged. This will maximize Truman Medical Centers (TMC) revenue capture, prevent late charges, ensure the affordability of health care to TMC patients, and help TMC maintain financial viability.

It is a directive of Revenue Integrity to ensure all TMC areas capture all patient charges, reconcile and correct charges within four days from patient discharge or date of service, whichever is later.

**Scope:**  Corporate  Facility  Department

Hospital Hill	Lakewood	Long Term Care	University Health Surgery Center
X	X		X

### **Procedure:**

#### I. Charge Entry/Capture

- A. Charge entry staff in each clinical area will run the End User Report from the explorer menu in Cerner and compare to the Daily schedule/census/roster to ensure:
  - 1. All charges have been entered;
  - 2. All charges are entered on the appropriate financial number (FIN); and
  - 3. Charges are entered on the appropriate date.
- B. Staff will sign the End User Report attesting that the charges have been reviewed and all appropriate corrections have been made and provide the documentation to the department's designated Charge Reconciliation staff or Manager/Director.

#### II. Review of Charge Reconciliation Tool

- A. The department Director will designate person(s) who will be responsible for performing the audit of charges (reconciliation and charge correction).
  - 1. Approved individuals will be required to complete training with Revenue Integrity prior to assuming this role. As needed, additional training may be provided when process/procedure or designated staff changes occur.
  - 2. Each department must ensure they have a primary and at least one secondary trained staff member to ensure consistent work flow.
- B. The Information Technology Department and Revenue Integrity will ensure that the Charge Recon Dashboard Tool is maintained and updated with charge data daily and that optimizations that are identified are incorporated.
- C. Revenue Integrity will authorize access to the Charge Recon Dashboard Tool once training has been provided. The Director of each revenue producing

department will work with Revenue Integrity to ensure staff access and notify Revenue Integrity of department staff changes that impact the charge reconciliation process.

### III. Daily Reconciliation Process

- A. For discrepancies identified when reconciling the Charge Recon Dashboard tool to the daily activity report, investigate to identify the cause of the variance and complete necessary corrections.
- B. Run the Error Audit Report via the Charge Recon Dashboard Tool to identify any charges that did not post to the STAR billing system. Correct errors identified on the interface error reports daily within Cerner.
- C. Check the reversed charges button at the top of the screen to view any charges that have been reversed by department users or the 3<sup>rd</sup> party billers.
  - 1. Items missing a Cerner Charge ID in Charge Recon are indicators of charges that have been reversed or entered directly into Star. Reversed charges are charges that Optum or others have changed from what the department had originally entered.
  - 2. Verify that the charge that has been changed is correct.
    - a. If not correct, notify Health Information Management (HIM) and Revenue Integrity to have corrected.
    - b. If correct, take no further action.
- D. If any charges error due to being late, verify that each charge entered in Cerner is valid. These must be marked as verified in the Charge Recon Dashboard Tool. Periodic audits of the verification of late charges will occur to insure the integrity of the entry. Export a spreadsheet of the late charges and send the spreadsheet to the designated Patient Accounts staff for manual entry into STAR.
- E. Run the Suspended Report via the Charge Recon Dashboard Tool. Correct errors and resubmit daily.
- F. Run the Charge Audit Report under the Charge Audit Tab. This will identify all charges that posted successfully to STAR. Review the cleared (green) charges to ensure:
  - 1. Valid Account Number/Encounter;
  - 2. Date Range;
  - 3. Valid Service Item Master (SIM) ; and
  - 4. Correct Department for the service.
- G. Click each green charge, if accurate, to clear it from the report.

### IV. Each department Manager/Director will:

- A. Run, review and work the following reports:
  - 1. Late Charge Report – Ascertain issues with timely claim submission and/or error corrections. Meet with appropriate clinical staff to review workflow and charge capture.
  - 2. Revenue Report – Review the Daily Revenue report to monitor large fluctuations in the daily charges. This may be a first indicator that charges were not entered timely.

- B. Create a monthly audit report to convey charge error percentage and compliance with policy.
- C. Distribute monthly audit reports to Compliance and the Director of Finance upon request.

V. Revenue Integrity will:

- A. Monitor and provide ongoing education/feedback to each clinical area and new hire.
- B. Perform periodic audits of late charge verification.
- C. Ensure training/resources are current and available through training and the Revenue Integrity intranet site.
- D. Provide monthly status reports of late charges to all departments.
- E. Provide reports to the Revenue Cycle Committee monthly. Departments with statistics that consistently fall below the acceptable error rate of 5% may be subject to corrective action.

**Definitions:**

End User Report: Cerner Report found in the explorer menu that shows charges submitted by end user.

Charge Recon Dashboard Tool (CRDT): A web based program that reflects Cerner and STAR daily revenue/charges and errors by SIM dept.

<http://shhridb1/Charge/Account/Login.aspx?ReturnUrl=%2fcharge%2fOptions.aspx>

Charge Audit Report: Located in the CRDT the Charge Audit Tab showing charges that made it to 'STAR' status and charge errors 'STAR ERROR' or 'Cerner' needing correction.

Error Audit Report: Charges submitted via Cerner that hit the error report and did not post to the STAR account. These errors are most commonly due to entering the charge on wrong encounter/account or submitted four days from date of service (DOS).

Suspended Report: Charges submitted via Cerner that did not make it out of Cerner. These charges do not show on the STAR error report. These errors are most commonly due to an incorrect facility voucher selected for SIM Dept.