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Keeping up with COVID-19
Webinar Series

Business Continuity and Recovery for COVID-19 and Beyond
Speakers

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Objectives for today’s discussion:

What is a Business Continuity Plan?

Review Business Continuity Considerations
• Services
• Technology

Review Business Recovery Considerations
• Services
• Technology
What is a business continuity plan?

Wikipedia

Business continuity planning is the process of creating systems of prevention and recovery to deal with potential threats to a company. In addition to prevention, the goal is to enable ongoing operations before and during execution of disaster recovery.

Investopedia.com

Business continuity planning is the process involved in creating a system of prevention and recovery from potential threats to a company. The plan ensures that personnel and assets are protected and are able to function quickly in the event of a disaster.
Keys to enabling ongoing operations

Are you able to provide actual medical services?

Are you easily able to move resources to work from home?

What staff will be unable to perform due to sickness, family leave or transitioning into another role?

Are resources able to be cross-trained?
Successfully Managing Remote Workforce Requirements

- Solid communication plan to keep colleagues informed & drive enthusiasm among colleagues
- Utilizing technology to enhance communication among colleagues
- Accurate & dependable productivity metrics
- Dependable time management
- Standard procedures for requesting IT support

Challenges / Risks

- Solid communication plan to ensure colleagues are informed about the organization, drive enthusiasm
- Hardware, software, & equipment needs are well known from the start
- Data security infrastructure cohesive to remote work
- Managing the transition: understanding people adjust to change differently
- Adoption of new management styles
Will extra support be required?

- Coding and CDI Services
- Physician Second Level Review
- Billing Services
- A/R Services
- COVID-19 Uninsured Coverage Verification
- And what about tasks that require printing / scanning
Technology

Requirements

- Data security
- Data infrastructure
- Equipment standards
- Software standards
- Remote access
- Hospital systems
- End point security

Challenges / Risks

- Intimate understanding of computer hardware & software
- Use of standard experience by role (e.g. Citrix) to maintain governance of data/compliance
- E-signature vendor acceptance by payor, hospitals, State systems (Medicaid, etc.)
- Document management (e.g. forms, EHR, electronic form submission, etc.)
  - Who stores what and for how long
- Regulatory Compliance
  - Payor and hospital partnerships (access to internal systems)
  - Enforcement of information security policies through technology (e.g. End Point Security/lockdown)
How can technology support business continuity?

Areas to Consider

- Remote access
- Paper Claims Management
- Claims Management Payor Growth Services Package
- Claims and Contract Management Analyzers
- Robotic Process Automation
- Health care and Revenue Cycle Education
See Which States Are Reopening and Which Are Still Shut Down

Updated May 19, 2020

Reopening, Regional reopening, Reopening soon, Shut down

Click a state to see more detail

Road to Recovery
States are opening in varying degrees – now what?

- What is your business recovery plan?
- Have you started scheduling elective procedures?
- Are all staff able to return to their prior role?
- Are staff able to return to physical location?
- Is cross training needed?
- Will extra support be required?
- Is virtual the new norm?
Will extra support be required?

- Prior Authorization
- Financial Clearance Center
- A/R Follow-Up
- Denials Appeals and Recovery
How can technology support business recovery?

- Registration Quality Management
- Charge Capture Audit
- Contract Management + Advisory
- Robotic Process Automation
- Health Care and Revenue Cycle Education
Summary

- First wave of business continuity has been addressed
- Need to consider long term continuity as additional services come back online
- Increased volume from delayed procedures requires recovery planning
- When, where and how to bring back furloughed employees
- Is this an opportunity to come back better than things were before?
From Patient to Payment, nThrive empowers health care for every one in every community.