

# Integrate EMR and Charge Capture solution to reduce late charges, extend resources

## Health care provider improves productivity, prevents revenue leakage

### Business issue

Streamline redundant work process flows and eliminate extra work burden on staff due to late charges.

### Overview

In 2009, a major health care provider faced charge capture issues that negatively impacted its revenue and overall financial strength. They turned to nThrive Charge Capture Audit (CCA<sup>®</sup>) to help identify problem areas within the billing cycle, and later to fit the organization's specific workflow needs. nThrive consultants performed an assessment and identified trends and areas for process improvements, helping the provider **identify \$4 million in net revenue the first 14 months**.

### Problem

While the organization continued to see bottom line success with identified net revenue, productivity issues developed, due to increasing late charges as well as redundant functions between CCA and the Epic EMR. In 2017, 55 percent of ignored exceptions were false positives resulting from late charges, creating extra work for staff and adding to accounts receivable, with billable items held in the work queue for days.



**33%**  
**reduction**  
in manually touched charge items after **five months** of CCA/Epic integration

## nThrive Charge Capture Audit

**6,701,268**

Exceptions Found

**4.2 Million**

Missing Charges

**594,093**

Over Charge

**1,962,650**

Coding Errors

**4.9 Million**

Claims Per Year

**\$25.5 Billion**  
**Annually**

Estimated Gross  
Missing Charges

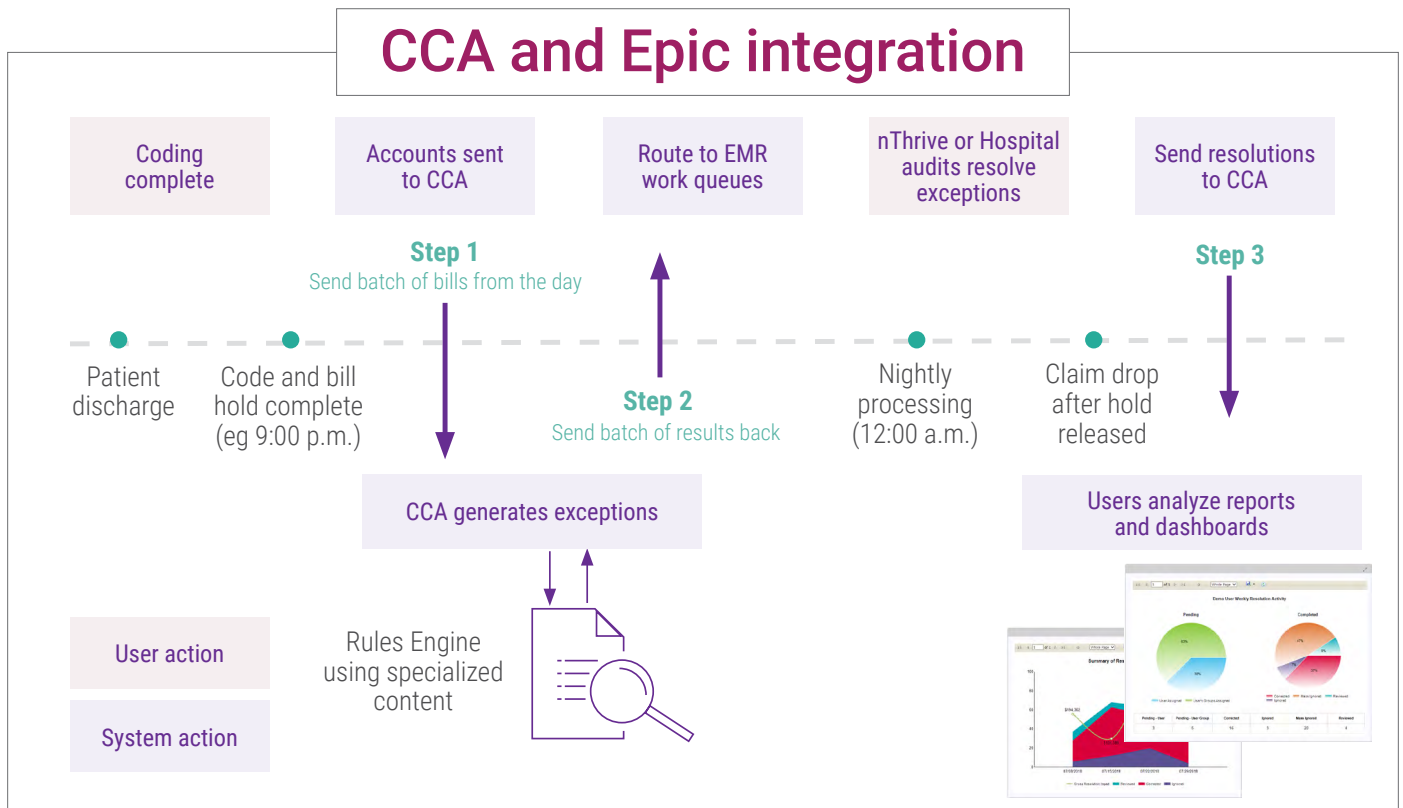
## Solution

In the spring of 2018, CCA was integrated with the Epic. This integration has simplified processes and lessened the strain on resources. The new process entails sending accounts four days post-discharge to nThrive for earlier exception identification. They're sent back to Epic, where billing indicators are added, triggering for work queue. A second file exchange collects added/removed charges from the previous day. The change file returns to CCA and is processed against exceptions. nThrive sends the list of accounts that become resolved. (see workflow diagram)

The added functionality eliminates the need to access both the EMR and CCA. With the integration, all notes entered in Epic are shared with CCA.

## Value

The integration and new processes resulted in a 33 percent decrease in manually touched charge items, significantly improving operational efficiency. This is a by-product of auto resolution of accounts in the work queue. Also the team estimates a 26 hour per week time savings from eliminating dual log in to both Epic and nThrive.



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