



The Revenue Cycle Management Playbook

Plug up leaks with automated solutions

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The healthcare revenue landscape is changing. In today's world of value-based care and increasing patient responsibility for payments, historical processes used to capture payment are no longer effective. Health systems must collect from many different people and payers, which often results in longer collection timeframes and higher labor costs.

With increasing financial pressures, health systems can no longer spend their time chasing just the big revenue cycle leaks. They must instead focus on filling gaps across the enterprise. When there are leaks in the revenue cycle and gaps in continuity of patient care, the results can be widespread: lost revenue, reduction in quality care, decreased patient satisfaction and physician frustration.

Yet chasing revenue leakage is expensive and labor intensive. To handle the massive quantity of coding and claims processing, many health systems turn to costly outsourced solutions. Cancellations and reschedules often lead to vacant facilities and devices, which also drain potential revenue streams.

What if, instead of investing in labor costs, healthcare organizations could reduce overhead expenses while increasing efficiencies and boosting revenues?

With Ricoh Healthcare Administrative Solutions in place, you can automate and optimize revenue cycle management to help your business thrive.



ISSUE 1

The labor costs required to manage revenue cycles are high.

The situation

Many health systems rely on manual processes to manage their revenue cycles, from claims to appeals to patient payment collections. The time spent coding, gathering proper documentation and resolving financial discrepancies is quite costly. Even healthcare organizations with large internal teams often rely on outsourcing to get everything done.

The solution

By streamlining workflows, health systems can alleviate staffing and outsourcing needs while improving claims throughput. To begin, the organization must analyze its existing workflows through a consultative approach and uncover opportunities for improvement. Moving away from manual, paper-based processes will improve efficiencies and lower overhead costs.

It's important to not only review processes in financial services, but also to take a holistic view of the organization at large. The Ricoh Healthcare Administrative Solutions ActiveFORMS package when used at registration, for example, can reduce registration errors and verify patient information, benefits and eligibility. This helps stop up revenue leakage before it even begins, allowing financial services staff to avoid time wasted on financial discrepancies.



A person wearing a white uniform is shown from the chest down, standing behind a desk. They are handling a large stack of papers. One hand is holding a pen over a document, while the other hand is near the bottom of the stack. The background is slightly blurred, showing what appears to be an office or administrative setting.

ISSUE 2

Missing information leads to long collection timeframes.

The situation

Many providers are so busy chasing claims deadlines that they submit with incomplete information. Information silos and hidden documentation exacerbate this phenomenon. These incomplete claims result in longer collection timeframes and increased back-and-forth with the payer.

The solution

Health systems can accelerate cash flow by empowering staff with administrative solutions and automated data collection and documentation. The Ricoh Healthcare Administrative Solutions ActiveXCHANGE module gives financial services the information they need to efficiently and successfully resolve patient accounts and quickly respond to payer requests.

With the ability to access documentation in near real-time, providers have the claims information they need up-front, resulting in quicker turnaround. Increased visibility into patient financial information also allows providers to better manage patient payment collection and improve the patient experience. In addition, Ricoh Healthcare Administrative Solutions MessageBroker enables real-time notifications and alerts of potential issues to help health systems proactively manage issues before they negatively impact revenues and collections.



A photograph of a hospital hallway. In the foreground, a row of empty, light-colored wooden chairs with dark armrests is visible. The hallway extends into the distance, with a person in white scrubs walking away from the camera. The walls are light-colored, and there are several purple doors on the right side. The floor is a light, speckled material.

ISSUE 3

Vacant devices and facilities are a drain on potential revenues.

The situation

Health systems face frequent cancellations and reschedules, which lead to vacant facilities and devices. These cancellations and reschedules not only result in low utilization rates and lost revenue, but they also cause delays in diagnostic procedures. Long waiting lists and delays could lead to poorer patient outcomes.

The solution

Hospitals and health systems must prioritize high utilization rates to keep up revenue. With Ricoh Healthcare Administrative Solutions ActiveDEFENDER, the right data is available to process the patient at registration, and there's no cause to reschedule the appointment due to missing information or lack of authorization. This helps the hospital optimize device and facility utilization to boost revenues. Additionally, streamlined scheduling and registration processes keep patient and physician satisfaction levels high.





Revenue cycle management is as important as ever, and a comprehensive platform can fill gaps from pre-registration to discharge to collections. Through automation – of orders, patient records access, contract management, claims and collections – you can improve efficiency and increase reimbursement.

If you're interested in what the Ricoh Healthcare Administrative Solutions platform can do to reduce leaks in your revenue cycle, the Ricoh Healthcare team can lead the way and offer step-by-step solutions.

To learn more, visit <https://www.ricoh-usa.com/healthcare>

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