

How to Increase QA Accuracy



Agenda

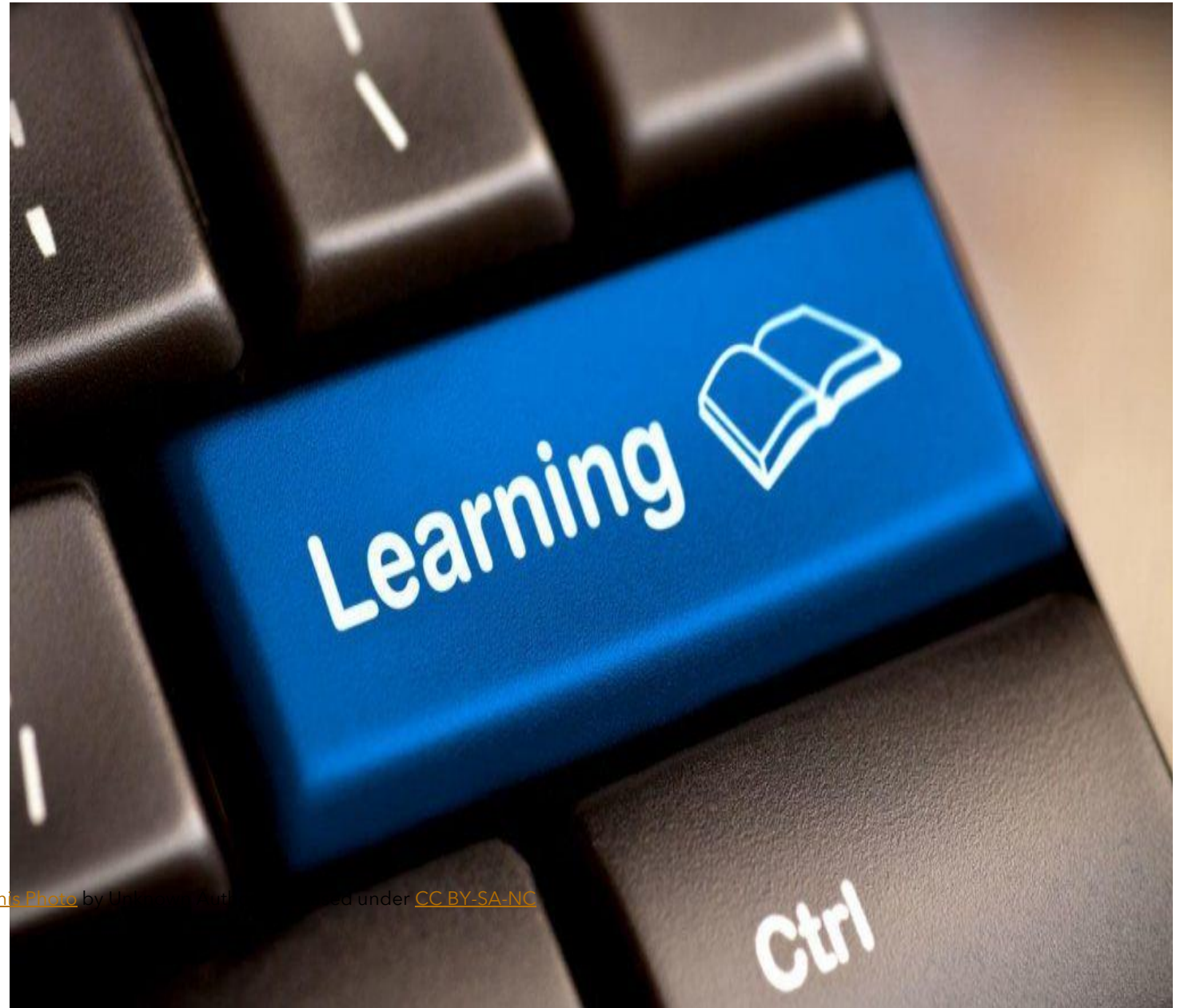
Roles of Patient Access

QA

Education Training

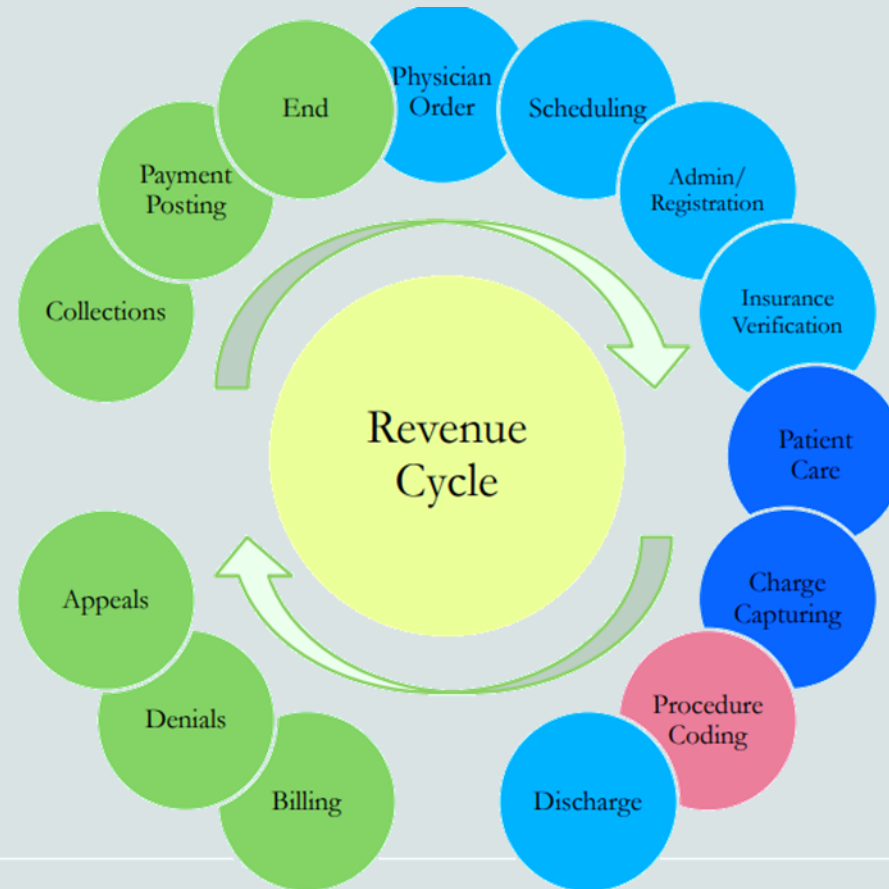
Career Opportunities

Reports



[This Photo](#) by [Unlabeled](#) is licensed under [CC BY-SA-NC](#)

Revenue Cycle starts with Patient Access



Patient Access Roles in the Emergency Room

- Typically, Patient Access is paid minimum wage.
- *Entry level applicants with limited work or healthcare experience.*
- *Exposure to ED environment of illness, drugs, trauma, death.*
- *Work in a fast paced and unpredictable environment*
- *Safety*

Expectations:

- Customer Service
- Compliance for EMTALA, HIPAA, NOPP, Patient Rights & Responsibilities, Fraud and Abuse, Red Flags Rule, Medical Record Numbers, PHI, Surrogate Decision Makers, Government regulated forms, Advanced Directive's, MSPQ
- Demographics, insurance, referrals, authorizations, admission notification, scheduling, Medicaid and Charity applications
- Accurate data entry for a clean claim
- Cash Handling

Patient Access Impact

- The national turnover rate is 40%
- Turnover is costly: Hiring and onboarding costs, loss of revenue, costs to patient, delay in patient care, Press Ganey scores, reports, denials.
- Who depends on Patient Access?

The patient - to bill timely with no penalties (collection, fees, denials)

Physicians/Business Services - to process claims and payment arrangements

UR/CM - to coordinate hospital transfers or nursing home placement

Ambulance - to process their billing claims

Outside Physicians, Anesthesiologist, Radiology, Lab - to contact patient with test results, appointments and to process their billing claims

Collection Agency - to contact patient for collection

Role of ED Patient Access Representative

Customer
service

Telephones

Interview patient
for
demographics,
MSP

Obtain ID and
Insurance cards

POS collections

Obtain
signatures

Complete L&I,
Crime Victim
forms

Role of Insurance Specialist

Works in the ED with
Patient Access
Representative

Insurance expert

Verify and allocates
insurance

Informs Patient Access
Representative of POS
collection amount to
be collected

Insurance notification
for ED visit and L&I
processing

QA the Patient Access
Representative data



Benefits of Workflow Structure



Insurance updates to focused group



Can be implemented for any size of hospital



Eliminates stress of patient facing staff allocating Self pay or wrong insurance



Career opportunities for entry level staff



Decrease in denials and increase in revenue

QA – 98% Accuracy

INSURANCE SPECIALIST

- QA the Patient Access
Representative data elements,
forms, signatures, PCP, patient
portal email real time
- Completes Excel spreadsheet of
errors

ED SUPERVISOR

- QA the Insurance Specialist
insurance entry next business day
- Once 98% QA accuracy is achieved,
monitor for sustainability
- Review errors daily with staff
- QA rate given weekly

QA Elements

1. UB-04 or 1500 FL
2. Compliance
3. Pre - Registration data, insurance, authorization
4. Scheduling Accuracy
5. MSP

Metric	Measurement	Target	Actual
Pre-Registration authorizations	# of pre-registered encounters	100%	
Scheduling accuracy	# of scheduled encounters	100%	
Insurance Allocation	# of encounters	100%	
Form Signatures	Percentage (%)	100%	

Observation Forms



- **Customer Service**
 - *AIDET*
 - *Phone etiquette*
- **Procedures**
 - *Use of Red Rules*
 - *Registration elements*
- **Compliance**
 - *EMTALA*
 - *Scripting to explain forms*
- **Department Standards**
 - *Dress Code*
 - *Work Area*

Patient Access Data Collection

- Does your staff know your organization and department goals?
- Collect data that supports goals and of value?
- **Goal/Objective:**
 - ED: Email patient portal, Form Signatures, QA rate
 - Referrals: # Internal Referrals, # External Referrals, Capacity
 - Scheduling: # of scheduled encounters, Capacity
 - Pre -Registration: QA, Pre-Reg completion
 - Financial Coordinator: # of referrals, Converted to Medicaid, Pending Medicaid, Not eligible for Medicaid
- **Data Collection Methodology:** How will data be collected?
 - Reports, Manual audit, Edits
- Review Quarterly data for trends, improvements, course corrections





Orientation – what does it include?

Patient
Access Rep

• 3 days

Insurance
Specialist

• 5 days

Agenda

• Outline for each day

Check list

• Department operations, Compliance, Equipment, Cerner Functionality, Forms, Insurance, Patient status types, POS Collections, Workflow

- Conduct training in a learning environment
- Onboarding program offers consistency
- Preceptors (SME) and Supervisors participate in training
- Solo assessment at end of training.
- Assess at 30, 60, 90 days

ED Orientation

ED Agenda			
Date	Time	Preceptor	Topic
Day 1	8:00 - 9:30		Customer Service - AIDET
			PAS Standards
	10:00 - 12:00		Tour and Introductions, Dept operations
	12:00 - 12:30		Lunch
	12:30 - 4:30		Compliance, Equipment
Day 2	8:00 - 8:30		Review
	8:30- 12:00		Cerner Functionality
	12:00 - 12:30		Lunch
	12:30 - 4:30		Partnerships, Forms, Patient Status Types, POS collections
Day 3	8:00 - 8:30		Review
	8:30- 12:00		Workflows
	12:00 - 12:30		Lunch
	12:30 - 4:30		Solo Assessment

Orientation Checklist

Patient Access Services ED Orientation Checklist				
Employee: _____				Hire Date: _____ Transfer Date: _____
Topic	Date Trained	Employee Initials	Preceptor Initials	Comments
Department Operations				
PAS Standards				
Kronos/Clocking				
Work Schedule				

Preceptors – Subject Matter Experts

- Identify your SME's to participate in onboarding new hires and resource for existing staff.
- Offers career growth
- Identify criteria to be a SME
- Offer training class to learn how to train, role expectations, advantages




Revenue Cycle Retreat



- Provide a learning opportunity for clinic and hospital staff
- Education topics:
 - *Compliance*
 - *Insurance 101*
 - *L&I, Crime Victims, MVA*
 - *Customer Service*
 - *Referrals & Authorizations*
 - *POS Collections*
 - *Billing*



Create Learning Opportunities

- Offer AAHAM certifications
 - Promote growth and opportunities
 - Create a career, not a foot in the door
 - *Create teams based on responsibilities and expertise.*
 - *Cross train and job shadow*
 - *Create Insurance Resource Book*
 - *Quick Reg Resource guide*
 - *Project involvement*
- 

Career Opportunities

1st Level - No Insurance knowledge

- Patient Access Representative

2nd Level - Insurance knowledge

- Insurance Specialist
- Patient Check In
- Pre-Registration
- Clinic Receptionist

3rd Level - Insurance, Authorization

- Admission Notification
- Financial Coordinator
- Referrals
- Scheduling



Thank you

Colleen Wentz

509-949-9759

cgwentz82@gmail.com