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Improvement of a Hospital Revenue Cycle: A Case Study

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Abstract: The hospital revenue cycle is the series of steps that occur to generate revenue. The revenue depends on how well the process of documentation works from registration to billing process. This research aims to increase the speed of revenue collection which would increase revenue in the long run. Denial (when the third party payers refuse to cover expenses for the service for any reason) management is an excellent tool to improve speed and amount of revenue collection. There are two types of general services provided by the hospital: ambulatory and admission. In case there is a third party denial, documentation is reviewed, corrected, and resent. When a second denial occurs the hospital representative may appeal at the medical plan's office. Through an effective documentation and communications system, along with suggestions to implement "denial management" correctly, the percent of revenue could be increased by 3% to 5% from the actual percentage.

Keywords: Revenue Cycle, Speed of Collection, Denial Management