



# Revenue cycle advisory

**Get ready for the new healthcare environment: It's time to HealthCheck your revenue cycle.**



**KPMG's Revenue Cycle HealthCheck is for healthcare providers that want to win in the new healthcare environment, organizations that are serious about improving their internal operations and securing competitive advantage. That's because KPMG's HealthCheck approach delivers real, actionable and achievable opportunities that drive improvement today and unlock value for tomorrow.**

## Tough times ahead

If you are like most provider organizations, you are probably seeing rising levels of bad debt due to employers shifting more of the cost of insurance to employees, which has led to increases in unpaid deductibles and copays. It's also because providers are struggling to optimize their revenue cycle in the face of constant reimbursement and technological change. Clearly, this is no time to be running suboptimal internal operations.

## Is your growth being restricted by:

- **Avoidable revenue leakage** resulting from administrative denials and write-offs?
- **Suboptimal resource allocation** and staffing levels?
- **Challenges translating the deluge of data** into actionable insights?
- **Bottlenecks in existing processes** that negatively impact cash?
- **Outdated operational work drivers** and processes?

## Why are leading providers undertaking HealthChecks? It's because they want to:

- **Understand the benefits** of implementing an improved revenue cycle operating model
- **Identify existing workflow barriers** that may contribute to cash flow delays, net revenue loss and misaligned cost structures
- **Assess their staff performance** based on quantitative productivity and quality measures
- **Reveal breakdowns in management** controls that may put revenue at risk
- **Exploit new operational performance** opportunities that drive competitive advantage.

# Improving revenues and capturing value:

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KPMG LLP's (KPMG) revenue cycle HealthCheck approach has been used by provider organizations across the country to identify hundreds of millions of dollars in untapped revenue opportunity. But they are also using the approach to help identify process breakdowns prior to, during, or even post their hospital information system conversion, allowing them to capture higher rates of return on their technology investments.

## What does a HealthCheck include?

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KPMG's revenue cycle HealthCheck approach has been used by provider organizations across the country to identify hundreds of millions of dollars in untapped revenue opportunity. The process typically involves data collection and analysis, an on-site visit and presentation of findings—all guided by the following components of our approach:

- Our experienced team performs an accelerated revenue cycle diagnostic that uncovers improvement opportunities in both cash flow and net revenue benefit
- We reduce disruption by prioritizing data and conducting noninvasive process observations and management interviews
- We conduct a deep analytical dive through proprietary data analytic techniques evaluating all aspects of the revenue cycle
- We use your own data to determine possible root causes for poor operational performance—not benchmark data
- We thoroughly review the people, process and technology alignment for revenue cycle operations to help ensure maximum value

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## To discuss how your organization can benefit from KPMG's revenue cycle HealthCheck approach, please contact:

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