

REVENUE CYCLE TIMELINE RISKS OR FAILURE POINTS



PRE-BILLING

- Inefficient Processes
- Wrong patient or incorrect/incomplete patient demographics
- Paperwork/Claim information mismatch
- PCS Form compliance
- Prior Authorizations



CREW DOCUMENTATION

- PCRs incomplete or lacking required compliance information
- Chart closure process
- Chart QA
- Inefficient Training



CLAIMS SUBMISSION

- Lack of full understanding of levels of service and requirements
- Improper coding
- Medical necessity missing or incomplete
- Claim submission process errors
- Missing or inaccurate reconciliation process



COLLECTIONS

- Misapplied payments
- Misapplied or unapplied denials
- Unworked denials
- Unworked/improperly worked appeals
- Untimely refunding of overpayments
- Denials and appeals processes

Each phase of the **Revenue Cycle Process** has risks and potential failure points.

VLI can help you **identify and resolve failure points** as well as **minimize or eliminate risks** in your current processes.