

# Managing the Revenue Cycle Narrative Visually Connecting the Stories

## To Quickly Get All Stakeholders on the Same Page

**Revenue Cycle Management  
Process Resource Center**

*Visual Transparency, Systemic Integrity, Continuous Improvement*

Main Menu								
Patient Engagement	Patient Engagement				Billing		Follow-up	
1.0 Pre-Arrival	1.0 Pre-Arrival	2.0 Day of Visit	3.0 Visit/Charge Capture	4.0 Claim Production	5.0 Financial Services	6.0 Insurance Accounts Receivable Management	7.0 Patient Accounts Receivable Management	8.0 Credit Balance
2.0 Day of Visit	1.1 Appointment Scheduling	2.1 Check-in	3.1 Clinical Visits – Clinic	4.1 Claim Production/Claim Edits	5.1 Lockbox Processing	6.1 Denial Management	7.1 Patient Revenue Cycle (Statements, letters, calls)	8.1 Overpayment Validation Processes
Billing								
3.0 Visit/Charge Capture								
4.0 Claim Production								
Follow-up								
5.0 Financial Services	1.2 Chart Review	2.2 Time of Service Payments – Check-in/out Cashier	3.2 Clinical Visits – Coding/Charge Entry	4.2 Clearinghouse	5.2 Payment Posting	6.2 Aging/No Response	7.2 Patient Inbound Calls	8.2 Check Requests
6.0 Insurance Accounts Receivable Management	1.3 Registration	2.3 Time of Service Payments – Shift Cash Log Reconciliation	3.3 Ancillary Labs, Imaging and Diagnostics – Clinic	4.3 Follow-up Team Clearinghouse Edits			7.3 Exhausted Account Processing	8.3 Recoupment Management
7.0 Patient Accounts Receivable Management	1.4 Intake	2.4 Time of Service Payments – Intake Manager	3.4 Ancillary Labs, Imaging and Diagnostics – Coding/Charge Entry	4.4 Coder/Charge Correction				
8.0 Credit Balance			3.5 Hospital Based Procedures - Provider	3.6 Hospital Based Procedures – Coding/Charge Entry				
Reference			2.5 Time of Service Payments – Function	2.6 No Shows				
<ul style="list-style-type: none"> <li>RCM Process Management Contacts</li> <li>Reference Library</li> </ul>								

Revenue cycle management involves cohesive narration of many stories applied in the appropriate perspectives with the relevant information for multiple stakeholders.

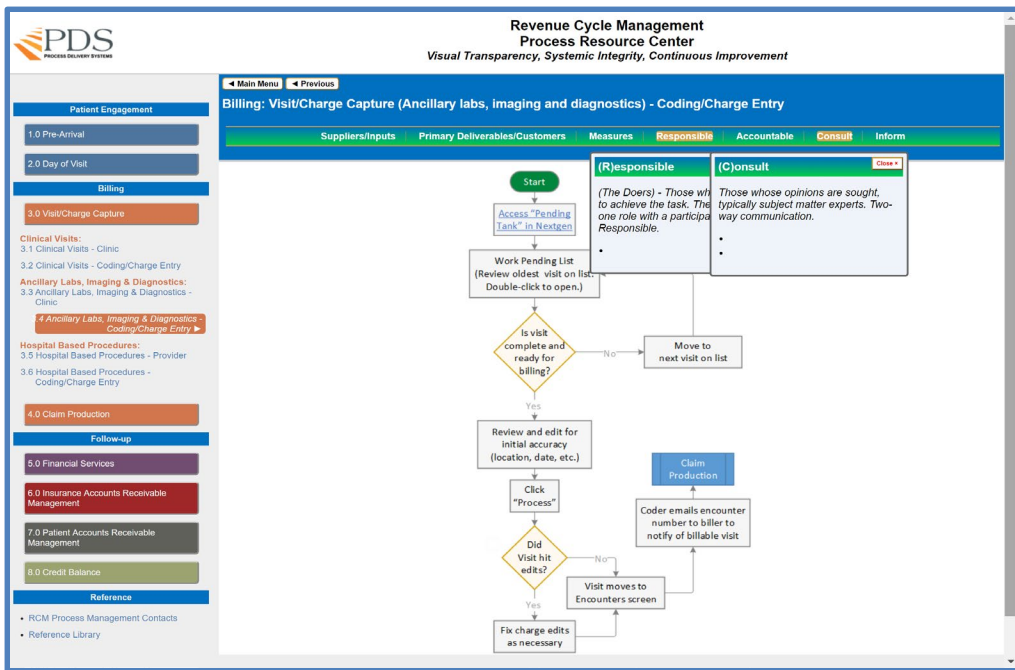
Process Resource Centers visually illustrate the appropriate narratives along with the appropriate information aligned with stakeholders' organizational level and functional responsibilities.

Process Resource Centers are not static displays of data. They are customized web-based interactive platforms that are centralized and designed to deliver key business processes in a highly intuitive manner. Integrated resources are finger taps away, where they make sense.

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# Revenue Cycle Process Resource Centers

## Visual Clarity, End-to-End Consistency



Visually Intuitive and Operationally Designed to Help Leadership, Steering Committees, Directors, Managers, and Staff to Get on the Same Page Quickly

- **Visual Transparency**
  - “Look through” KPIs to processes, activities, related resources, ownership, and measures to identify opportunities for RCM optimization and continuous improvement
  - Ensure process designs and execution are aligned with corporate strategy
- **Presenting Cohesive Stories**
  - Validate end-to-end consistency and integrity
  - Shared responsibility mapping illustrates who is responsible for what, when, and to whom
  - Accessible and presentable from any device, at any time
- **Links Within Context to:**
  - Policies, Standards and Regulations, and Best Practices
  - Connected Workflows, Procedures, and Work Instructions
  - Integrated Key Performance Indicators, Department and Process Leading and Lagging Measures
  - Applications
  - Videos and Audio
  - Accountability and Responsibility Maps
  - Reference Libraries
  - Other Web Sites

Making Sense of It All



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