



Petersburg Medical Center

Patient Financial Services Report July 2024

- **HRG**- Healthcare Resource Group. PMC's third-party billing agency.
- **PFS**- Patient Financial Services
- **EHR** – Electronic Health Record

Workforce Wellness

The Patient Financial Services team has worked hard to finish the cleanup of our old EHR, CPSI. We are feeling relief that the bulk of this project is done, and we can begin to focus all our time on the Cerner system. One of our in-house staff is working reduced hours from home for a few months this summer, this schedule has allowed her to focus on the remaining clean up of CPSI.

Our department is fortunate to be able to work remotely. Working with the IT department for the tools we need, we have been able to continue patient financial services from home.

Community Engagement

PFS continues to collaborate with the HIM department (Health Information Management) to update our credentialing and affiliating process with insurances. This will be an ongoing project as new providers join our facility and insurance rules change.

Our team was able to participate in the Cerner registration training in May. The two-day training was recorded so all our staff were able to benefit from the information. The training gave us a better understanding of the registration process, so we can help staff with any questions.

We are working with the Clinic, Pharmacy, HIM, and IT to verify the charges on encounters pertaining to the Clinic Medication Scanning project. This was a huge project and has helped resolve the medication errors we were seeing on claims.

Patient Centered Care

The Patient Financial Services teams continues to strive for the best patient experience for billing, statements, and customer service. We work daily to identify and resolve issues, answer questions, and help patients navigate insurances.

PFS offers financial counseling for patients in need. Medicaid enrollment assistance, interest free pay plans, and a generous financial assistance policy are services PMC offers patients. Information for these services is offered to patients at all registration areas.

We are continuing to review the statement files before they are sent to patients. This process helps us identify issues with billing, claims, and registration and gives us the ability to stop the statement before it reaches the patient.

Facility

PFS does not anticipate the need for any new equipment. We continue to be fortunate that our space is large enough for our team and we have an open desk area for any staff that work from home to use as needed.

Financial Wellness

On our weekly Rev Cycle meetings, the top item on our agenda is currently AR days. The team discusses the reasons for the higher numbers and creates a plan for working the numbers down to align closer to industry standards. HRG has increased their staffing for our site, so we hope to see improvements very soon. Review of

LTC and Inpatient accounts is also part of this meeting. These types of encounters can be complicated, and we watch them closely through the billing process and reimbursement.

PFS continues additional weekly meetings with HRG to deep dive into claim denial reasons. We share these reasons with the individual departments and work together to resolve the issues.

Submitted by: Carrie Lantiegne
