



Patient Financial Services Report July 2025

Workforce Wellness

Patient Financial Services (PFS) is fully staffed with the addition of a Cash Poster in July 2025. PFS, Billing, and Cash Posting are working together to maintain consistent claim submissions and reimbursements. We are seeing a steady decline in AR days due to prompt processing and routine cleanup of Cerner Aging AR issues. PFS and remote billers Zoom daily to troubleshoot claim issues in Cerner and SSI (claim scrubber), enabling immediate resolution and submission to payers.

Full staffing enables PTO flexibility, with team members cross-trained to cover absent colleagues. This gives our team a much-needed break and helps reduce burnout. We continue to fine tune our processes as our team is fully trained and getting comfortable with their workflows.

Community Engagement

Our team continues to streamline the Rev Cycle process. We are currently working on a deep dive into Aged AR – both billed and unbilled. We are identifying encounter-related issues and collaborating with departments for resolution and prevention in the future. PFS collaborates daily with Coding, IT, and Registration on current procedures, system functions, and policy.

We also have weekly virtual meetings between PFS and Home Health to address claim submission issues, reimbursement challenges, and opportunities for mutual support.

One area we are closely monitoring is the Clean Claim Rate, which currently sits at 82%. While this is below our target, we are actively addressing key issues preventing claims from being submitted to insurance. The most frequent challenges involve coding (incompatible billing codes), NDCs (National Drug Codes), and NPIs (National Provider Identifiers). In some cases, the required information exists in the encounter but does not flow correctly to the claim.

To help catch these issues before a claim is submitted and potentially denied, we have implemented edits in both Cerner and SSI. These stops allow billers to make necessary corrections before the claim reaches the payer. As we identify new patterns or issues, we continue to build additional edits to improve the process and raise our Clean Claim Rate.

Patient Centered Care

In June 2025, PFS and Accounts Payable finalized the retirement of CPSI (the legacy EHR), allowing full focus on current systems.

PFS is actively engaged in Digital Engagement Planning: Upcoming collaborations with IT are planned to explore features in Cerner for Digital Patient Engagement, enhancing patient interaction through digital platforms.

The Self-Pay team in the PFS office continues to make a huge contribution to patient care. They are reaching out to patients with aging balances to offer help such as interest free pay plans, financial assistance, and Medicaid enrollment assistance. These personalized calls improve patient experiences, patient satisfaction and support financial well-being.

Facility

The PFS business office space is functioning well for our team. Everyone has a dedicated workspace and the tools they need to be productive. As we've grown and welcomed new team members, the overall noise level has increased. To support a quieter and more focused environment, we've introduced portable sound panels and noise-cancelling headphones for use during calls and meetings. These adjustments are helping minimize distractions and maintain a comfortable workspace for everyone.

Financial Wellness

The PFS teams are thriving—fully staffed, operationally efficient, and deeply focused on patient-centered care. We are not just managing claims—we are enhancing patient access, streamlining financial workflows, and strengthening organizational resilience. Our department is truly blessed to have a great team that works well together.

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