



## Transforming Patient Access – Centralized Scheduling and Patient Pre-Arrival

Both the Healthcare Financial Management Association (HFMA) and the American Hospital Association (AHA) continue to address the needed changes hospitals must invest in order to survive dramatic trends in dealing with admission criteria, reimbursement changes, the uninsured population, pricing transparency, and managed care demands. They state that revenue cycle management must be propelled to the front-end as one of the critical elements of a hospital's financial stability.

Blue has long demonstrated improved operational results in these key areas of the revenue cycle and has been addressing the changes that need to be implemented in hospitals today.

Critical elements that we address and assist the Hospital with implementation involve scheduling all services from a central location, obtaining a compliant physician order, ensuring medical necessity and prior authorization requirements and verifying insurance eligibility. In addition, collection of co-payments and deductibles or addressing the financial needs of the uninsured must also be accomplished on the front-end.

We assist with sample policies and procedures for best practices as well as an action plan that can be utilized as a working tool for Hospital staff. The action plan is a spreadsheet that consists of the steps needed, responsible parties, timelines, expected outcomes and tools to measure success.

Blue can assist the Hospital with facilitation of the Action Plan by working directly one on one with Hospital personnel or by scheduling conference calls that focus on evaluation of work efforts being made by staff according to the agreed-upon time table.

For more information, please contact:

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