

Achieving \$1.6M Revenue Gain with Improved Charge Capture Accuracy



RESULTS

- » **\$1.6M increase** in net revenue over 12 months.

PRODUCTS

- » **VitalIntegrity™**

EXECUTIVE SUMMARY

Charge capture accuracy is critical to the financial health of every health system. Every year, billing and coding errors result in health systems losing millions in earned revenue. This financial strain can affect operational budgets and limit investments in important patient care services. UC Health was limited in its ability to address charge capture inaccuracies. By switching to the Health Catalyst VitalIntegrity™ application, UC Health was able to address charge capture inaccuracies, identify areas needing improvement, and optimize its processes, resulting in improved charge capture accuracy and efficient billing for all services provided.

LIMITATIONS IMPEDING CHARGE CAPTURE ACCURACY IMPROVEMENT

UC Health was using a product that managed charge capture processes and ensured payment. However, the product did not meet the organization's needs. Limited reporting impeded the organization's ability to assess and understand improvement opportunities. It couldn't drill into charge capture issues to determine root causes, and it was challenging to determine net return. The organization needed a new solution to improve charge capture processes and capture more earned revenue.

IMPROVING THROUGH AUTOMATED INVESTIGATIONS

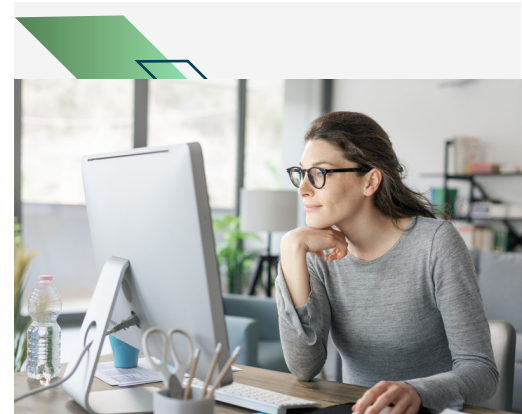
The solution for UC Health was to implement the VitalIntegrity™ application, a web-based solution that helps health systems improve the hospital charge capture process, capture more earned revenue, decrease A/R days and rebills, and detect and remedy compliance issues. UC Health uses the application to minimize revenue leakage from under and overcharging, late or missing coding, and mismatched charging and supplies. Using the application, the organization identifies issues, generates a worklist

for analysts to review, and provides detailed data that enables the organization to track issues and drill into root causes to resolve the problems before the bill for services is submitted.

Analysts use the automated VitalIntegrity work queue daily to investigate and resolve issues. Robust reporting enables the organization to track issues and trends over time and quantify the revenue impact.

UC Health prioritizes opportunities and implements process changes to prevent root causes from occurring again. For example, UC Health identified numerous problems related to missing drug charges. The team easily generated a report to identify the number of missing drug charges, as well as the average dollar amount related to missing drug orders and documentation. Analysts then presented the information to the departments involved, addressed documentation gaps, and changed processes to ensure drug orders and documentation are completed.

The VitalIntegrity application rules engine is continuously updated by experts, and UC Health can customize the application's rules engine for its unique needs, creating safety guardrails to prevent inadvertent human errors. Leaders routinely review performance reports and engage with Health Catalyst professional services to determine net return and the impact of changes on financial performance. The organization easily identified the top 20 rules with the highest potential for improvement, including service area, case volume, and potential net revenue impact.



ABOUT UC HEALTH

As the region's only academic medical center, UC Health provides an unsurpassed level of health care and expertise to the Greater Cincinnati community and beyond. Shaped by a rich heritage of research, education, and patient care and an affiliation with the University of Cincinnati College of Medicine, UC Health continues to differentiate itself by training the next generation of health professionals, providing advanced subspecialty care, and applying research to the delivery of care.



The VitalIntegrity application gives us the visibility to track real-time issues and address them before they negatively impact our revenue. The automated worklists and robust reporting tools are crucial to driving improvements and ensuring all services are billed appropriately.

Chris Resing, Manager Chargemaster Services, UC Health

RESULTS

Using VitalIntegrity, UC Health has improved charge capture accuracy, enabling the organization to bill for all services provided and increasing net revenue. UC Health has achieved a:

➤ **\$1.6M increase in net revenue over 12 months.**



WHAT'S NEXT

UC Health will continue to use VitalIntegrity to automate issue identification, address root causes, adjust workflow processes to improve charge capture accuracy, and improve revenue recognition.



Since adopting VitalIntegrity, we've seen a significant improvement in charge capture accuracy, leading to a \$1.6M increase in net revenue over 12 months.

Chris Resing, Manager Chargemaster Services, UC Health

ABOUT HEALTH CATALYST

Health Catalyst is a leading provider of data and analytics technology and services that ignite smarter healthcare, lighting the path to measurable clinical, financial, and operational improvement. More than 1,000 organizations worldwide rely on Health Catalyst's offerings, including our cloud-based technology ecosystem Health Catalyst Ignite™, AI-enabled data and analytics solutions, and expert services to drive meaningful outcomes across hundreds of millions of patient records. Powered by high-value data, standardized measures and registries, and deep healthcare domain expertise, Ignite helps organizations transform complex information into actionable insights. Backed by a multi-decade mission and a proven track record of delivering billions of dollars in measurable results, Health Catalyst continues to serve as the catalyst for massive, measurable, data-informed healthcare improvement and innovation.

Learn more at www.healthcatalyst.com, and follow us on X, LinkedIn, and Facebook.