

10 STEPS FOR IMPROVING ASC BILLING PERFORMANCE

Effective and efficient ASC billing is contingent upon:

- Billing staff being skilled in their craft and receiving ongoing education to keep them current with changing rules.
- Physicians understanding what information the staff needs to effectively fulfill their responsibilities.
- Information technology systems driving an ASC's revenue cycle must be configured to support an ASC's specific needs and requirements.

Even when all these and other critical elements to ASC billing success align, there are inevitably opportunities to improve revenue cycle performance. Follow these 10 steps to help give your bottom line a boost.


1

Collect Data

Collecting relevant, accurate financial data (e.g., payer mix, service mix, physician productivity, implant usage) is vital to spotting issues that negatively impact revenue cycle performance.


2

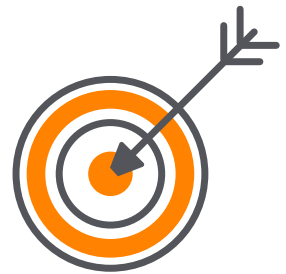
Analyze Data

Gather financial performance data and generate reports that can help drive strong decision making. This can be a big process, so consider choosing one topic at a time for analysis.


3

Benchmark Results

Benchmarking performance data is essential to enhancing ASC billing and overall revenue cycle performance. At least once a year collect your data, analyze it, benchmark the results, and then set success goals.


4

Set Goals

To help ensure you achieve growth and improvement, set reasonable billing goals. This will provide a target to strive for, and you can measure whether your efforts are moving you closer to this objective.


5

Train & Educate

With a goal set and barrier(s) identified, provide the training and education that can help remove those barriers and drive progress toward your goal.


6

Monitor Ongoing Results

Once you have set a goal, establish a time period to achieve that goal (e.g., 90 days) and put everything in motion you believe will be necessary to meet the objective. Set aside time weekly to provide feedback to those individuals working to improve their performance.


7

Hold Staff Accountable

A potential benefit of holding staff accountable is that it can help team members come up with ideas for improvement or identify obstacles. Brainstorm on how to execute good ideas or solve problems.


8

Audit Performance

Examine performance data and review the actual results. If there's a disconnect between the data and what you thought was occurring, you can work to pinpoint and fix it.


9

Communicate Frequently

Communication with and between staff is essential to a successful ASC billing improvement effort. That includes communicating with individuals about their performance and bringing the team together to discuss progress.


10

Repeat

The nine steps discussed thus far should be repeated frequently. Improving ASC billing and revenue cycle performance is not a one-and-done activity. Recommended practice is to repeat these efforts quarterly.

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