



Streamline Processes...
Reduce Rework...
Increase Reimbursement

Revenue Cycle Management Solutions

One-time Improvements Are Not Enough

To address revenue, regulatory, and quality challenges, today's CFOs and revenue cycle teams are looking beyond A/R days and DNFB issues. They know they need to streamline workflow processes across departments, identify the most prevalent sources of potential denials, and analyze and correct the causes for their returned or rejected claims. Healthcare organizations—large and small, rural and urban—are seeking revenue cycle solutions that address and integrate three key components: **people, processes, and systems.**

Hospitals are realizing they need revenue cycle management solutions that can improve the flow of accurate, compliant patient data throughout the revenue cycle, ultimately resulting in the generation and submission of a clean claim the first time. While each organization may face unique revenue cycle challenges, common denominators for success include generating clear and complete documentation, making the appropriate edits available at the appropriate times, and understanding the patient data process at each step in the revenue cycle to uncover and analyze the issues.

Another key to success is selecting an experienced partner who provides tested software tools and process improvement programs so that your organization can more quickly begin realizing benefits and a return on your software investment. At 3M Health Information Systems, we understand that implementing and maintaining sustainable improvements throughout the revenue cycle can be difficult and time-consuming. That's why we design modular solutions that your organization can implement when and where it needs them.

3M Expertise

3M designs products and consulting services that can help streamline financial workflows and manage pricing in the context of your organization's long-term market strategy. Available for both inpatient and outpatient environments, 3M Revenue Cycle Management solutions help eliminate cumbersome processes by centralizing updates and reporting, while enabling an organization to achieve appropriate reimbursement for services rendered. With proven medical necessity, chargemaster, and document management products and services, 3M can help you identify and tackle the issues that are increasing denials and reducing your organization's reimbursement.

- Accurate, Complete, and Compliant Coding
- Revenue Management
- Medical Necessity and Compliance
- Chargemaster Management
- Grouping
- Document Management
- Consulting Services
- Workflow Engineering

3M Advantage

"The 3M™ Ambulatory Revenue Management Software has been a great solution for our medical necessity-related claims denials. It has helped us decrease the number of denials, the amount of rework, and the number of calls to patient accounting. Plus, we saw a 25 percent decrease in Medicare adjustments for lab and a 22 percent decrease in adjustments for x-ray claims."

—3M Ambulatory Revenue Management Software client and HIM manager for a 400+-bed acute care hospital

"The decline in write-offs over time has made a significant contribution to our bottom line. Annual write-offs that once totaled in excess of \$360,000 monthly are now below \$85,000."

—3M Medical Necessity software client and Assistant Vice President/Compliance Officer for a southeastern U.S. healthcare alliance (10 healthcare facilities, representing 1,199 licensed beds and more than 750,000 outpatient visits in 2006)



Revenue Cycle Management Solutions at Work



Facility Statistics:

- 667-bed acute care hospital
- 20,000 inpatient admissions annually
- 164,000 outpatient visits annually

Challenge: HIM was focused on inpatient coding, but many services were shifting to the outpatient arena

Solution: 3M™ Ambulatory Revenue Management Software

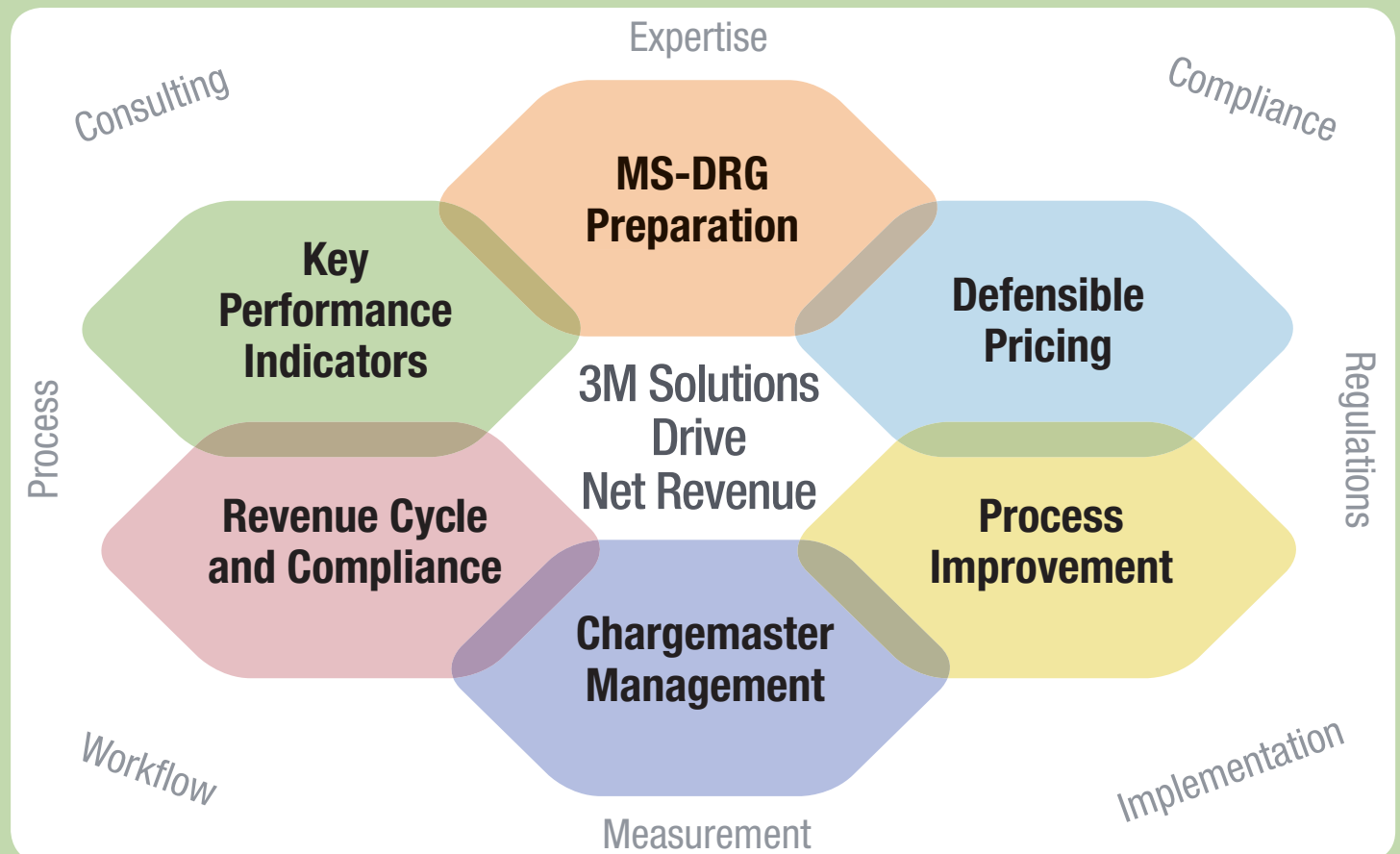
Patsy Hathorn, Clinical Resource Management Director of Mississippi Baptist Medical Systems, knew there were problems with the way her facility handled the outpatient revenue cycle. The coding manager, compliance manager, and coding team leader came to her with issues, and she worked with the business office to resolve problems as they occurred. But Hathorn wanted to move beyond the quick fix and prevent problems from occurring in the first place. “We were not able to address the whole picture, just individual events,” she recalls. “Our coding compliance software

Painted a picture of the issues affecting our revenue cycle, but it didn’t give us the tools to make improvements.

“We wanted a solution that would address our entire outpatient revenue cycle, from patient presentation to final reimbursement,” Hathorn notes. Phone and e-mail had proven inefficient in resolving issues that arose at various points in the revenue cycle. “We wanted a communication tool we could use to get the right people involved at the right point in the process,” she adds. “We also wanted a database to generate reports and support our understanding of outpatient coding and billing issues.”

With the 3M Ambulatory Revenue Management Software, Hathorn and Mississippi Baptist Medical Systems saw a tool that could help:

- Measure and monitor changes in revenue cycle processes
- Validate audits of HIM, chargemaster, claim, and remittance advice codes
- Initiate workflow changes to achieve clean claims the first time
- Reduce payment denials and adjustments
- Decrease back-end correction times, write-offs, and A/R days



Comprehensive Consulting Services

In an industry as complex and as heavily regulated as health care, any technology solution requires much more than superior software. When you need help, you can count on the 3M Consulting Services team of healthcare industry experts. Our highly experienced team includes former hospital executives, HIM specialists in coding, billing, and reimbursement, registered nurses, operations experts, ancillary department managers, physician practice managers, physicians, and certified public accountants. Our consultants provide services across healthcare disciplines, including:

- Coding
- Documentation
- Billing Reviews
- Compliance Plan Development
- Physician Services
- APC Programs
- Chargemaster Reviews
- Pricing and Benchmarking
- Process and Workflow Improvement
- Clinical Resource Management

Custom consulting services are also available to help you address site-specific challenges.

Superior Integration

We build systems that can talk to each other and to third-party and legacy systems. Recognized for superior integration capabilities and expertise, 3M has the technologies to deliver healthcare solutions that work. Whether you are implementing a complex enterprise solution, driving a hospital-wide initiative, or choosing a single departmental solution, 3M will provide interfaces that allow our solutions to integrate with your current technology investments.

Installation, Training, Customer Support

3M Health Information Systems' Installation and Training Services help our clients get the most from their 3M investment. With myriad systems and technologies in any given healthcare facility today, installing new technology can be challenging. With nearly a quarter century of successful installations, 3M is a partner who can help make implementation as smooth as possible. Our software training provides live, highly interactive instruction through on-site and web-based sessions to help new employees come up to speed quickly as well as provide refresher training later on.

Our customers consistently tell us that they know they can rely on our support services wherever and whenever they need them. Clients can contact our support team 24 hours a day through the toll-free number or over the Internet at our clients-only website, www.3MCustomerCare.com. This secure site lets clients download software documentation, updates, and interim releases as soon as they are available. 3M coding and classification products are also supported by the 3M Nosology Team of credentialed healthcare professionals who assist clients in resolving complex coding issues.

3M Health Information Systems

Built on nearly 25 years of experience delivering superior coding, grouping and abstracting products, 3M Health Information Systems today provides exceptional value to its customers through end-to-end HIM solutions. From chart management to coding and grouping to abstracting to consulting, 3M products and services help enhance healthcare operations, shorten revenue cycle times, improve patient care, and enable an electronic medical record (EMR).

For more information on how our solutions can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at **www.3Mhis.com**.



Health Information Systems

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