



What's Happening

What's Happening: Northern Arizona Healthcare Revenue Cycle Optimization



Like many of us, Northern Arizona Healthcare (NAH) is hitting the ground running in 2017! We have an extensive list of projects and future state goals for our Revenue Cycle Department and have partnered with our EMR Vendor Cerner and nThrive (previously known as Med Assets) to overhaul how we manage, negotiate and forecast our payer contracts. We are on the second implementation of four suites of products provided by nThrive. In August of 2016 we went live with a new scrubber and claims management tool, then quickly rolled into the contract management suite. With any large project, momentum is a huge benefit! As we started determining our approach (which payers and which sites would be focused on first) we were quickly overwhelmed with data gathering, report reviews and decisions. Our team escalated these concerns and our partners pitched in and helped. For various reasons we decided to go live with our top eight payers and focus on the acute side instead of the clinic/ambulatory space at first. We still had a lot of data reports to provide and relied on Cerner to provide these. This journey has been a very fun challenge, I'm optimistic (perhaps a bit unrealistic) that my team would agree!

As we continue towards our end goals of this large initiative, we have a few other projects we would love to hear from you on! We are constantly working on basic process improvements, and right now we are looking at our Cash Posting and Patient Credits processes. We are implementing a few new and improved dictation systems from Nuance, with very positive experiences and results. What are you working on!? Please share with Julie at Julie.Kuhns@nahealth.com!