GE Healthcare

Centricity Healthcare User Group
Centricity Practice Solution Revenue Cycle Roadmap

Hilari Scott
April 2013
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Agenda

Roadmap Release Review

Centricity Practice Solution (CPS) 10.1 Task Management

CPS 10.1.3

CPS 11
Significant changes in Ambulatory Practice Market

Regulatory
- MU
- ICD10
- CMS Sequestration Announcement
- Bundled Payments

Industry
- Value-based
- ACO/PCMH
- Population Health
- Consumers

Technology
- Modular SOA
- Mobile, Cloud
- Analytics
- Interoperability

Integrated Care
Revenue features by version

**V2006**
- Combined PM & EMR
- Payment Plans / Bad Debt
- Guarantor Based Collections

**V10**
- 5010 Compliance
- Financial Dashboard
- New database Maintenance Reports

**V10.1**
- Task Management
- Insurance Collections

**V11**
- ICD 10 Compliance
- Account Summary

Designed in collaboration with customer input
Centricity Practice Solution 10.1
Task Management for Insurance Collections

Accelerates collection workflow
Create self-updating work lists and balancing user workloads

Helps you increase profitability
Improve your ability to prioritize collection tasks
Centricity Practice Solution 11

- ICD10 both PM and EMR
  - Regulatory compliance
  - Intelligent cross-mapping of terms, with side-by-side view
  - New smart/easy term searching, based on the power of MQIC
  - Pre-population of possible ICD10 matches enabling your code selection and assignment
- Standalone CPS EMR on SQL
  - Bringing new commercial flexibility to net new **stand-alone EMR** opportunities
- New Account Summary & Billing Notes
- Generally available since January 1, 2013
Planned EMR evolution

2012
- ICD-10 Support
- Standalone EMR
- Scalability

2013
- MU 2014
- Clinical reconciliation

2014

Descriptions of future functionality reflect current product direction, are for informational purposes only and do not constitute a commitment to provide specific functionality. Timing and availability remain at GE’s discretion and are subject to change and applicable regulatory clearance.
Future revenue cycle investments

2014+

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GEHC’s commitment to improve

✓ Deliver Higher Quality
✓ Deliver Consistently
✓ Continue to Partner with our Customers
✓ Deliver What Customers Want and Need
Service pack releases quarterly

- All releases are consecutive
- You can wait to upgrade when you are ready and still receive all fixes
- Content determined through customer and service input to Product Management
2013 service pack releases plan

Deliver consistently

CPS

Q1 2013
10.1.3 P1 & P2

Q2 2013
11.0.1

Q3 2013
12

Q4 2013
12.0.1

EDI

Q1 2013
R1

Q2 2012
R2

Q3 2012
R3

Q4 2012
R4

Release version and time subject to change
Centricity Practice Solution 10.1
Task Management for Insurance Collections

Allows customers to **focus** resources on **key areas** in the insurance collections process.

Provides **workload balancing** tools for administrators to effectively manage their teams' efforts.

Provides tools to **prioritize work for end users**.
The tasking module tremendously helps our workflows because we do not have to search the system as much. It narrows down items we are looking for.

- Christy Chester, Insurance Specialist
  Texas Institute of Orthopedic Surgery and Sports Medicine, PLLC
Focus Key Resources

Administrators can create a task list.

Queues can be targeted for specific users or groups based on billing specific criteria.

My Tasks (27 tasks)

Queues

- Aetna 30+ days $35 (40 tasks)
- BCBS 31+ days $45 ROM (9 tasks)
- Medicaid (2 tasks)
- medicaid ob codes (0 tasks)
- Remittance Reject ROM (1 tasks)
- Self Pay (57 tasks)
# Workload Balancing

View Task assignments by queue

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<tr>
<th>ID</th>
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**GE imagination at work**
Prioritize Work

Prioritize work based on balance, stats, age, etc.

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<th>Task Age</th>
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Centricity Practice Solution 11
CPS 11 RCM Features

1. System & Payer ICD 10 Transition Date Setting

2. ICD Mapping tools for both clinical and business workflows

3. Account Summary

4. Secured Billing Notes
System date will drive code requirement by Visit DOS for Visits

Ability to set a system-wide implementation date for ICD-10 – Defaults to 10/01/2014
ICD 10 Diagnosis will map back to ICD 9 for payers who are not ready for ICD 10
Payers will allow for flexible transition date

This date will determine whether ICD 9 or ICD 10 is billed for Visits with DOS after System Date

Provides the ability to designate payers that are not yet ready for ICD-10 codes
Documentation and Training

• Training Portal
  www.cpstraining-gehc.com/joomla

• Release Notes

• What’s New
What is Account Summary?

A tool to support Financial Counselors in a practice by providing a centralized place to review account information and troubleshoot guarantor account status.
# Financial Summary

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Ticket#000466 Scott, Hilari

# Transaction History

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Billing Notes Security

Date time Stamps

Security Enabled

Audit capabilities to track users and changes

Ability to archive
New Billing Notes

- Financial Tab in Registration
- Charges Tab of Billing visit
What should practices be doing?

- Determine when your practice can adopt an ICD 10 compatible version of the product
- Confirm you are hardware ready
- Make sure you have a plan to train internal staff on ICD 10 this could include but is not limited to:
  - Understanding internal process changes
  - Identifying current common ICD-9 usage that will need more specificity in ICD-10
  - Tracking payer adoption of ICD-10 via CEDI Gateway
What versions are compliant for which regulatory requirements?

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Descriptions of future functionality reflect current product direction, are for informational purposes only and do not constitute a commitment to provide specific functionality. Timing and availability remain at GEHC's description and are subject to change and applicable regulatory approvals.
Confirm you are hardware ready

You can upgrade to CPS 11 From (PM04, CPS 2006, CPSv9.5, CPSv10)

If upgrading from CPS 10 client machines must be running Windows 7 at a minimum, which also implies that Internet Explorer 9 is the minimum version for the web browser

Versions Prior to 10 refer to the CPS 11 Systems planning guide:

GE Healthcare’s Practice Management Health Check is a results-driven process designed to assess and improve your Revenue Cycle performance. A consultant will remotely sign in to your Centricity Practice Management system and use your data to analyze your performance.

**Areas reviewed**

- Administrative Table Setup
- Patient Demographic Data
- Billing and EDI Process
- Claim Rejections/Denials
- A/R Follow and Collection

**Have you balanced your practice lately?**

**Solution highlights**

- Identifies workflow inefficiencies, unrecognized revenue, and process gaps that may be costing you time and money.
- Establishes your current baseline performance that we compare against industry benchmarks.
- Following our analysis, a comprehensive report will be delivered to you, along with our recommendations for process and/or system improvements. This report will be discussed during a WebEx meeting.

- **Results-driven**
- **Reasonably priced**
- **On-site and Remote options available**

For details, pricing information or to schedule a Health Check, email RevenueCycleConsulting@ge.com.
Centricity EDI Services

Centricity EDI Services is a proven all-payer clearinghouse solution and proactive services offering that is currently helping over 1900 Centricity revenue cycle management customers reduce costs, reduce A/R days and optimize profitability.

Key business benefits:

• Optimize financial performance and profitability
• Reduce costs and improve billing efficiency
• Insight for improving revenue cycle performance
Hosted ClaimsManager

One of the best ways to reduce rejections & denials is to prevent them before they occur!

Hosted ClaimsManager is a pre-claim, clinical editing solution and proactive claim analysis service that identifies and resolves posting errors that would later result in a rejection or a denial.

- Reduce clinical rejections and denials before they negatively impact financial performance
- Reduce costs associated with addressing rejected or denial claims
- Support regulatory compliance by evaluating claims against specified coding rules while detecting Medicare Correct Coding Initiative edits
- Support regulatory compliance by comparing claims to local payer coding regulations and guidelines
GE Healthcare is committed to the transitions

Helping our customers achieve regulatory and standard business needs
Thank you for joining us.

Questions