

Return on Investment

Capturing Revenue for Every Patient Encounter

The Charge Pro Reconciliation Module revolutionizes how Banner Medical Group's Hospital-Based service lines manage the mid-revenue cycle process.



***There's just no way to miss any potential
opportunity.***

Lou Ellen Parsons

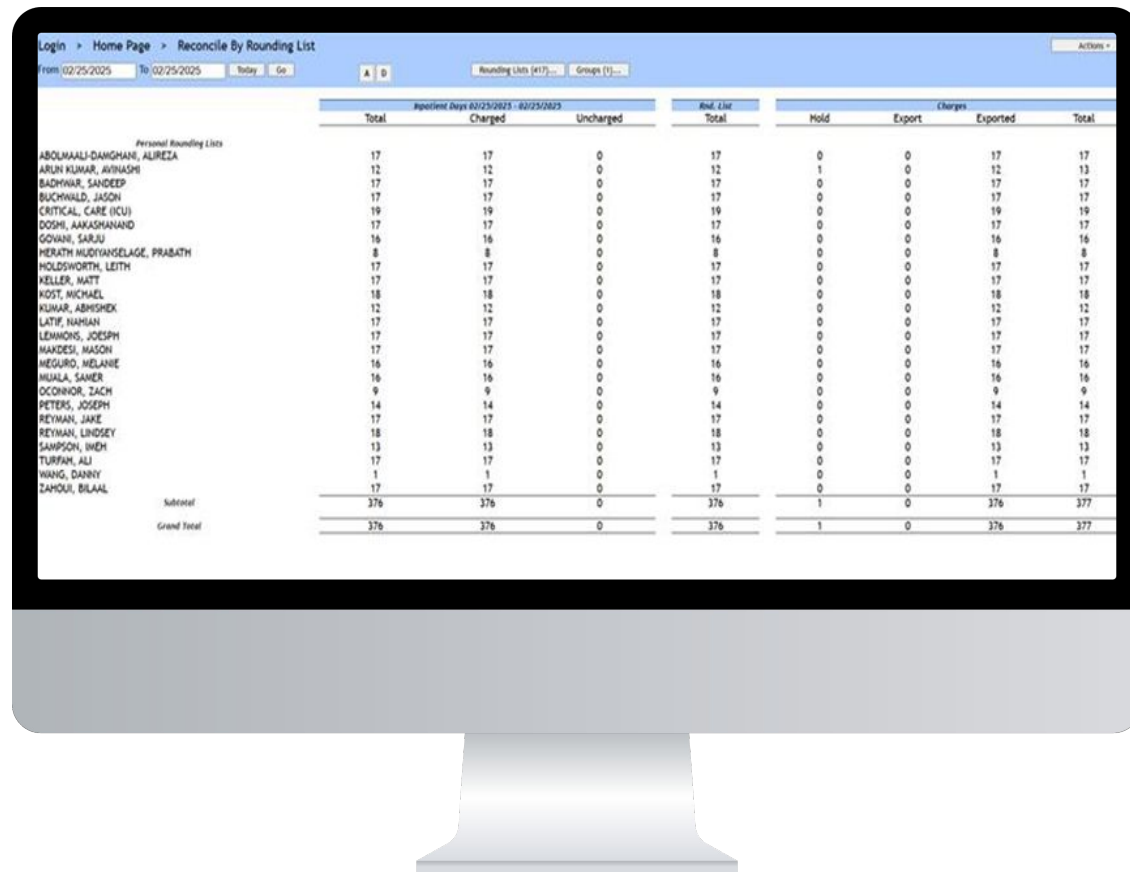
Director, Hospital Medicine Practice

Banner Medical Group



Visibility

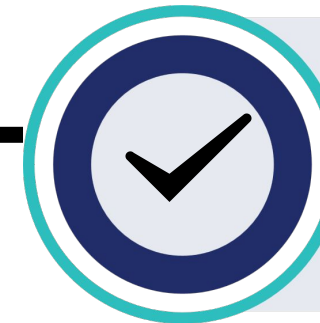
The Charge Pro Reconciliation dashboard offers leadership and front-line staff **instant, real-time visibility** into every patient and every charge.



The screenshot shows a 'Reconcile By Rounding List' dashboard. It features a table with columns for 'Total', 'Charged', 'Uncharged', 'And. List Total', 'Hold', 'Export', 'Exported', and 'Total'. The 'Uncharged' column has a value of 1, which is highlighted in red, indicating a missing charge. The table lists various providers and their associated charges.

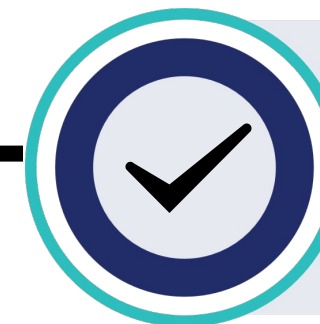
	Total	Charged	Uncharged	And. List Total	Hold	Export	Exported	Total
ABOLMAALI-DANGHANI, ALIREZA	17	17	0	17	0	0	17	17
ARUN KUMAR, ANUSH	12	12	0	12	1	0	12	13
BADHAR, SADEEP	17	17	0	17	0	0	17	17
BUCHNILD, JASON	17	17	0	17	0	0	17	17
CRITICAL CARE (ICU)	19	19	0	19	0	0	19	19
DOSH, ANUSHANAND	17	17	0	17	0	0	17	17
DOVNI, SARUJ	16	16	0	16	0	0	16	16
HEKATH HODUYANSELAGE, PRABATH	8	8	0	8	0	0	8	8
HOLDSWORTH, LEITH	17	17	0	17	0	0	17	17
KELLER, MATT	17	17	0	17	0	0	17	17
KOST, MICHAEL	18	18	0	18	0	0	18	18
KUMAR, ABHISHEK	12	12	0	12	0	0	12	12
LATIF, NARMAN	17	17	0	17	0	0	17	17
LENHONS, JOSEPH	17	17	0	17	0	0	17	17
MARDESI, MASOBI	17	17	0	17	0	0	17	17
MESLUND, MELANIE	16	16	0	16	0	0	16	16
MUJALA, SAMER	16	16	0	16	0	0	16	16
O'CONNOR, ZACH	9	9	0	9	0	0	9	9
PETERS, JOSEPH	14	14	0	14	0	0	14	14
REYMAN, JAKE	17	17	0	17	0	0	17	17
REYMAN, LINDSEY	18	18	0	18	0	0	18	18
SAMPSON, INDI	13	13	0	13	0	0	13	13
TURFAN, ALI	17	17	0	17	0	0	17	17
WANG, DANNY	1	1	0	1	0	0	1	1
ZANDU, BILAL	17	17	0	17	0	0	17	17
Subtotal	376	376	0	376	1	0	376	377
Grand Total	376	376	0	376	1	0	376	377

This real-life dashboard snapshot shows only **one missing charge for more than 370 charges** (1 DOS, 1 Facility).



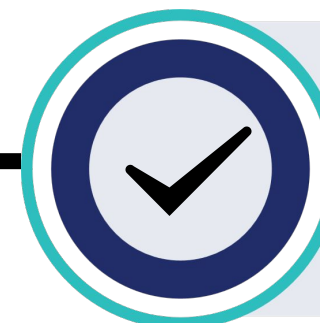
Reports summarize missing charges by facility and provider

Enables frontline staff to prioritize workflows and streamline communication with providers.



Real-time reporting enables active monitoring of charge capture

The real-life dashboard highlighted shows one missing charge for the site selected during the specified period.



Regional standardization offers comparison across facilities

Leadership can more easily triage concerns and prioritize opportunities to maximize charge capture rates.

Efficiency

Unlike previous tools that were cumbersome and unreliable, Charge Pro Reconciliation simplifies the identification of missed charge opportunities.



Accelerates Workflows

Automatically reconciling data sources reduces manual work in finding missing charges. Previously, the time-consuming process forced some sites to simplify or minimize charge reconciliation.



Operational Efficiencies

With encounters falling from view once addressed - staff can focus on more critical tasks in ensuring the remaining revenue opportunity is captured.



PHI Compliance

Charge Pro reduces the need to access patient charts unnecessarily by removing charge opportunities for situations such as transfers, ICU calls, and crossover.

No more time-consuming manual efforts.

Gone are the days of using numerous reports, consolidating and manipulating data, and tracking down providers to capture a charge from months ago.



Minimizes Charge Processing Time

Switching from retrospective to real-time worklists makes charge capture more timely, actionable, and likely to be collected than traditional manual methods.



Reliability

Banner Champions have invested in Charge Pro Reconciliation, which serves as a trusted source for identifying uncharged opportunities, ensuring accuracy and consistency in charge capture.

Standardization

Consistency across all sites is achieved by standardizing training and fostering open communication among staff, enabling them to support each other effectively.

Maintains a uniform approach to charge auditing.

Accountability

Accounts for scenarios that are more susceptible to missed charges, such as employee vacations or terminations.

Ensures all charges are accurately recorded and accounted for.

Partnership

Pain points are unavoidable, but by working together with an approachable partner, we can be proactive and adjust and develop to implement customized solutions.

The Medaptus team is your trusted partner in finding solutions to complex problems.

Financial Return on Investment

\$1.1 Million Financial Improvement

(Projected in Year 1)

Maximize Charge Capture

*The AZ Region saw a **3% increase in encounters** post-implementation compared to pre-implementation in FY 2024. This resulted in an average **net revenue gain of \$111K per month** from billable charges, offset by higher physician compensation due to increased wRVU-based productivity incentives.*

Accelerate Charge Capture

*Charge Pro **enables faster cash capture** and revenue recognition by identifying and correcting missing charges sooner, including those previously denied for timely filing. This impact was not included in the financial projection above.*

Alleviate Administrative Time

*Additional financial benefits are expected from time savings in the reconciliation process. Frontline **administrative staff now spend significantly less time** on this task and can be redeployed to other service line priorities.*

Improve Visibility, Reliability, and Efficiency

*This automation is driving a **focus on operational effectiveness**, prompting teams to consider workflow changes that reduce administrative burdens and allow greater focus on patient care.*

The Physician Perspective

How Charge Pro Reconciliation Benefits Physicians

Improves RVU Capture

Capturing all billable services and associated RVUs impacts provider's own compensation.

Fosters engagement and collaboration across teams

Improving communication and optimizing workflows builds relationships between administrative and physician teams. People are more aware of each other's needs and expectations, enhancing team alignment.

Streamlines administrative tasks, allowing more time for patient care

Real-time documentation and visibility into missing charges streamline administrative tasks, freeing providers to focus on delivering exceptional patient care and outcomes.

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THANK YOU

[Charge Reconciliation Software | Streamline Billing & Coding](#)

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