

GE Healthcare

Centricity™ Business

Performance Manager

The power of analytics to drive performance



You are not alone

In the era of healthcare reform, revenue cycle workflows have become increasingly complex, representing operational and educational challenges for the business office and IT personnel alike. In addition, intense financial pressures are forcing healthcare organizations to deliver more with less, and make decisions using insufficient, outdated data. This calls for increasing revenue capture and productivity without compromising the quality of care.

Performance Manager can help you understand your complex workflows using data analytics to help you drive financial and productivity improvements.

What can Performance Manager bring to your organization?

- Facts and figures to enable management decisions
- Peer to peer benchmarking and performance analysis
- Optimized and sustainable processes
- Improved workflows based on GE's best-practice models
- Optimized electronic claim and remittance processing
- Maximized use of advanced capabilities within Centricity Business

Centricity Business Performance Manager is an ongoing collaboration between your organization and GE Healthcare. Performance Manager includes analytics and on-site workouts that help you to identify data trends and anomalies contributing to performance issues..

Customers report that Performance Manager has helped them achieve the following financial and operational improvements:

- Recovery time on 5-7 FTEs within 8 months and reductions in the cost of rework associated with managing denied and rejected claims¹
- Improved top line revenue performance on the order of \$1M annually²
- Significantly improved self-pay collections linked to front-end workflows within one year³



PERFORMANCE MANAGER: A WINNING METHODOLOGY

Based on a structured methodology, Performance Manager includes real-time monitoring, monthly reviews, workouts focused on your organization's KPIs, and targeted action plans to help drive down denials, improve efficiency, and maintain line of sight into your top issues.

KEY PERFORMANCE INDICATORS

Operational Performance Metrics	<ul style="list-style-type: none">• Claim and charge lag days• Remittance posting rates and top edits preventing automated payment posting• Eligibility automation, utilization and verification rates
Financial Performance Metrics	<ul style="list-style-type: none">• Denials analysis by "scenario", payer, billing area, division• Claims first pass acceptance rate• Days in A/R, net collections ratio
Opportunity Appraisal	<ul style="list-style-type: none">• Co-pay accuracy, average self-pay write-offs• Claim and remittance payer add-on opportunities• Eligibility payer gap analysis

SERVICE HIGHLIGHTS

Initial Performance Review – We kick-start the Performance Manager service by conducting an initial assessment and leading on-site workouts with key members of your team to define priorities that can lead to quick performance gains.

Data Analytics – Each month, we collect a set of metrics and trend them against your past performance and against your peers. This data helps ensure that gains are maintained, and highlights the next areas for us to target.

Workflow Analysis – We analyze and benchmark all areas of your financial workflows, including charge entry, claims and remittance handling, and insurance verification.

Recurring Performance Reviews – During on-site visits, we lead your team through an intensive review of your data in a collaborative setting to identify the most significant areas of opportunity for driving down cost and improving profitability.

Roadmap and Execution Plan – In live consulting sessions, our experts present a comprehensive report that contains in-depth analysis of your workflows, and detailed recommendations for optimizing your processes and increasing your departmental productivity. Once we have your approval, the team begins to execute against that roadmap, turning the recommendations into real results.

Learn More

Contact us at centricity.business@ge.com or 855-234-2984

¹Schumacher Group Medical Billing

²St. Vincent Health

³Glens Falls Hospital

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