



From Silo's to Cycle

Educating the Revenue Cycle to work as ONE team

Presented By: Lynn Ansley, Director Revenue Cycle Quality, Training and System Support



Moffitt Cancer Center Tampa, Florida



Objectives

Identify

how centralized training led to successful communication and increased engagement across Revenue Cycle

Discover

how Moffitt created career development opportunities through an internally developed eLearning academy

Illustrate

unique Revenue Cycle wide activities Moffitt uses to drive engagement and retention and cater to multi-generational learning

The Story.....

Patient Access

Provides patient services such as: patient registration, scheduling, and insurance verification and authorization.

Revenue Cycle Begins

Health Information Management

Maintains, collects and analyzes data that physicians, nurses and other health care providers rely on to deliver quality health care.

Revenue Integrity

Examines operational efficiencies and recommends improvements to gather legitimate and compliant reimbursement.

Patient Financial Services

Ensures accurate and timely billing and collection of charges for patient services rendered.

Revenue Cycle Ends

Moffitt Medical Group

Ensures the billing and collection of charges related to the physicians and advanced practice providers gets billed and collected.



Communicate through Newsletters



Quality Spotlight
Winners

New Hire Welcome

Spotlight
Announcements

Communicate through Intranet



Search

HOME QUICK LINKS ▾ DEPARTMENTS ▾ POLICY LIBRARY MY APPLICATIONS WHAT'S HAPPENING ▾ MOFFITT.ORG LOGIN

MoffittNet / Revenue Cycle

- Quality Spotlight Award
- Staff Listing

- Financial Clearance Unit
- Health Information Management
- Patient Access
- Patient Financial Services
- Revenue Cycle Quality & Training
- Revenue Integrity

Revenue Cycle

The Revenue Cycle team is responsible for the administrative and clinical functions that contribute to the capture, management and collection of patient service revenue. The Revenue Cycle begins in creating a patient account to schedule an appointment and ends when all payments have been collected. The graphic to the right represents our departments. We are called Revenue Cycle because the work that each department contributes is interdependent to our overall success. Within Moffitt's strategic plan, the Revenue Cycle contributes to the organization's overall fiscal health. We are a critical element to



Quality Spotlight Award and Staff Listing

Overview of all Revenue Cycle Departments

Revenue Cycle Quality & Training Page

Communicate through Recognition

Exceptional
Service
Commitment
to Quality



Search

HOME QUICK LINKS ▾ DEPARTMENTS ▾ POLICY LIBRARY MY APPLICATIONS WHAT'S HAPPENING ▾ MOFFITT.ORG LOGIN

MoffittNet / Revenue Cycle / Revenue Cycle

- [Quality Spotlight Award](#)
- [Staff Listing](#)

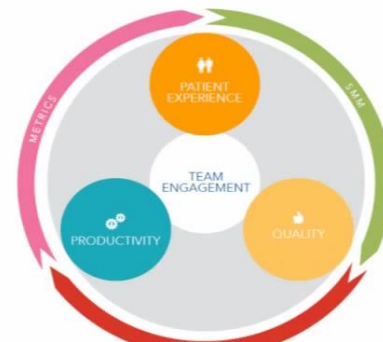
- Financial Clearance Unit
- Health Information Management
- Patient Access
- Patient Financial Services
- Revenue Cycle Quality & Training
- Revenue Integrity

Quality Spotlight Award

The "Quality Spotlight Award" serves to recognize team members whose efforts contribute to the Revenue Cycle Vision through exceptional service and consistent commitment to quality.

"The graphic to the right represents our vision. You will see that at the top of the graphic is patient experience. Our patients are first in all we do and continue to be the primary focus of our work. We support this goal with efficient and quality work which are both represented in the bottom two circles. What is important to note is that the team who executes this vision is critical to the entire cycle and, without you, our team member, none of this happens.

Along the outer ring, as we never want to be satisfied with the status quo, you'll note our SMM initiative (Strategic Margin Management) which drives innovation and ultimately new and more efficient processes. As we measure them through metrics and either celebrate



Communicate through Accessibility



Search

[HOME](#) [QUICK LINKS](#) [DEPARTMENTS](#) [POLICY LIBRARY](#) [MY APPLICATIONS](#) [WHAT'S HAPPENING](#) [MOFFITT.ORG](#) [LOGIN](#)

MoffittNet / Revenue Cycle / Revenue Cycle Quality & Training

- Revenue Cycle Front-End Areas
- Revenue Cycle Support Areas
- Revenue Cycle Back-End Areas
- Narratives
- › Training
- › Kronos

Revenue Cycle Quality & Training Home

What We Do

The Revenue Cycle Quality Department is responsible for ensuring the Revenue Cycle processes are following quality standards set and established by the management teams. The team coordinates and collaborates with the various other Revenue Cycle departments by providing training and quality resources for ongoing reviews and process enhancements. The team also plays an integral part in ensuring the internal controls we've implemented throughout the processes are sustainable and are operating effectively.

Who We Are

The Revenue Cycle Quality Department consists of quality auditors, curriculum development specialists, revenue cycle trainers and a business analyst. Our team is shown below:

Interactive Wheel
with Resources

Department
Organizational
Charts

Full Catalog Links
Directly to
Registration



Moffitt Revenue Cycle Academy



Interactive Online
Courses

Modular Design

Knowledge
Checks and
Assessments



Moffitt Revenue Cycle Academy

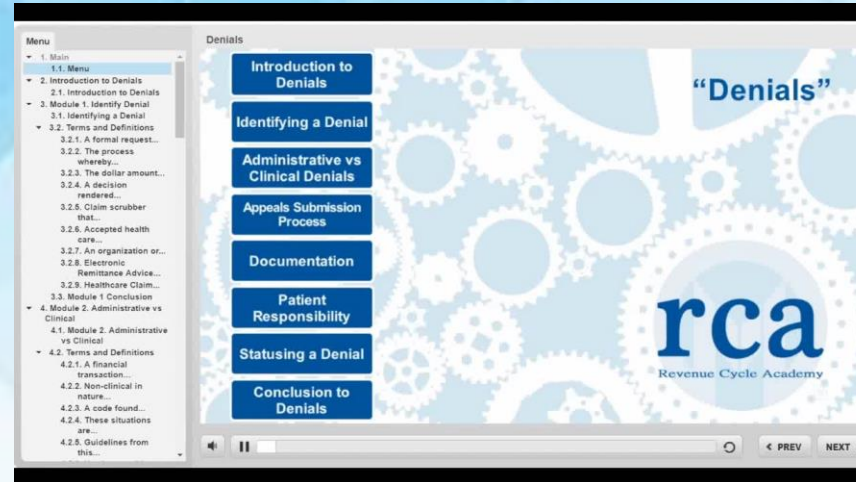
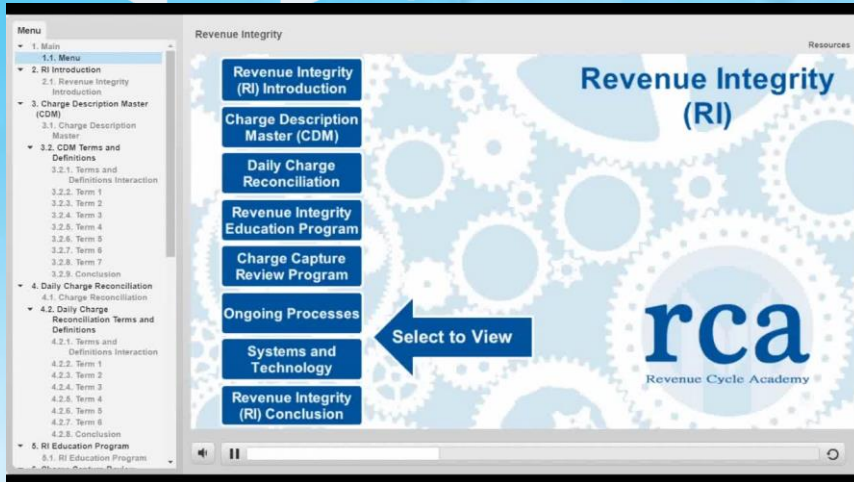
A screenshot of a Learning Center web application. The interface is dark-themed with a white header. The header includes the 'Learning Center' logo and name, a notification bell with a red '0', and a 'Help' link. Below the header is a navigation bar with 'Learner' and 'Domain Admin' tabs, and links for 'My Profile' and 'My Completions'. A search bar labeled 'Catalog' is also present. The main content area shows a course titled 'Collections' under a 'Web-Based' category. The course details include: ID: WBT_RC_RA_RC22, Credits: 0, Duration: 3hr, Status: Not registered. The description states: 'Collections has identified eight core topics to be examined, they are: Statusing Accounts, Documentation, Billing, Adding/Updating Insurance, Adjustments, Transferring Accounts to the Denials Team, Obsolete Claims and Managed Care Contracts. After completing this course, you should be able to: • Identify the dynamics of and best practices of collections • Develop a proficiency in the selected eight core areas • Apply the best practices form a collections perspective'. Other details include: Prerequisite: None, Published: 2/18/2018, Category: Revenue Cycle, Topic: Revenue Cycle Academy, Version: 1, Created By: Tenney, David, Last Modified: 9/6/2018. A 'Register' button is visible in the top right of the course details.

Leadership
Narration

Software and
Process
Demonstrations



Moffitt Revenue Cycle Academy



Courses Available:

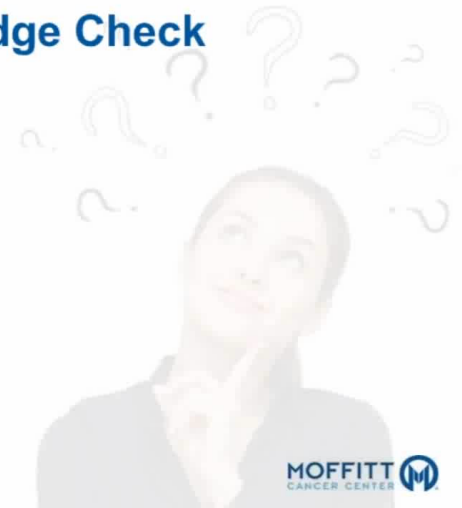
- ❖ Collections
- ❖ Denials
- ❖ Revenue Integrity
- ❖ Billing
- ❖ Financial Clearance Unit





Moffitt Revenue Cycle Academy

Knowledge Check



Soarian Navigation

Terms and Definitions Quiz



Drag the term that best fits the definition stated at the top of the slide. When you have dragged the appropriate response into the answer field, press the Submit button to proceed.

- Menu** [Glossary](#)
- FCU New Hire Orientation
 - Main Menu
 - FCU Goals
 - Policies and Procedures
 - Quality Metrics
 - FCU Teams
 - Steps to Success
 - Knowledge Check**

- [Process Overview](#)
- [Policies & Procedures](#)
- [Quality Metrics](#)
- [FCU Teams](#)
- [Steps to Success](#)

MOFFITT
CANCER CENTER



 **KNOWLEDGE CHECK**

"...to contribute to the **prevention** and cure of cancer."





XR (Cerner Report Request):

Ensures HIPPA compliance with Workflow-driven design.

Automatically formats the Moffitt logo on every page of outgoing clinical documentation, and ensures no unauthorized patient HIPPA information is being disclosed from our center.

USERS:

✓ PAC

USERS:

✓ Billing

✓ FCU

✓ H.I.M

✓ Revenue Integrity

✓ Business Office



Cerner Report Request



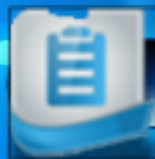
Report Request (XR) is a Cerner based application that compiles medical records from PowerChart.

Report request pulls records with the Moffitt logo and ensures no unauthorized Patient HIPAA Information (PHI) is being disclosed from our center.

Report Request is tracked for H.I.M. purposes and to provide our patients with an accurate accounting of disclosures.



Slide the XR icon to learn

**1****2****3****4****5****6****7****8****9****10**

Menu [Glossary](#)

▼ **FCU New Hire Orientation**

▼ **Main Menu**

- ▶ **FCU Goals**
- ▶ **Policies and Procedures**
- ▶ **Quality Metrics**
- ▶ **FCU Teams**
- ▶ **Steps to Success**
- ▶ **Knowledge Check**

[Process Overview](#)

[Policies & Procedures](#)

[Quality Metrics](#)

[FCU Teams](#)

[Steps to Success](#)

MOFFITT
CANCER CENTER



 **KNOWLEDGE CHECK**

"...to contribute to the **prevention** and cure of cancer."

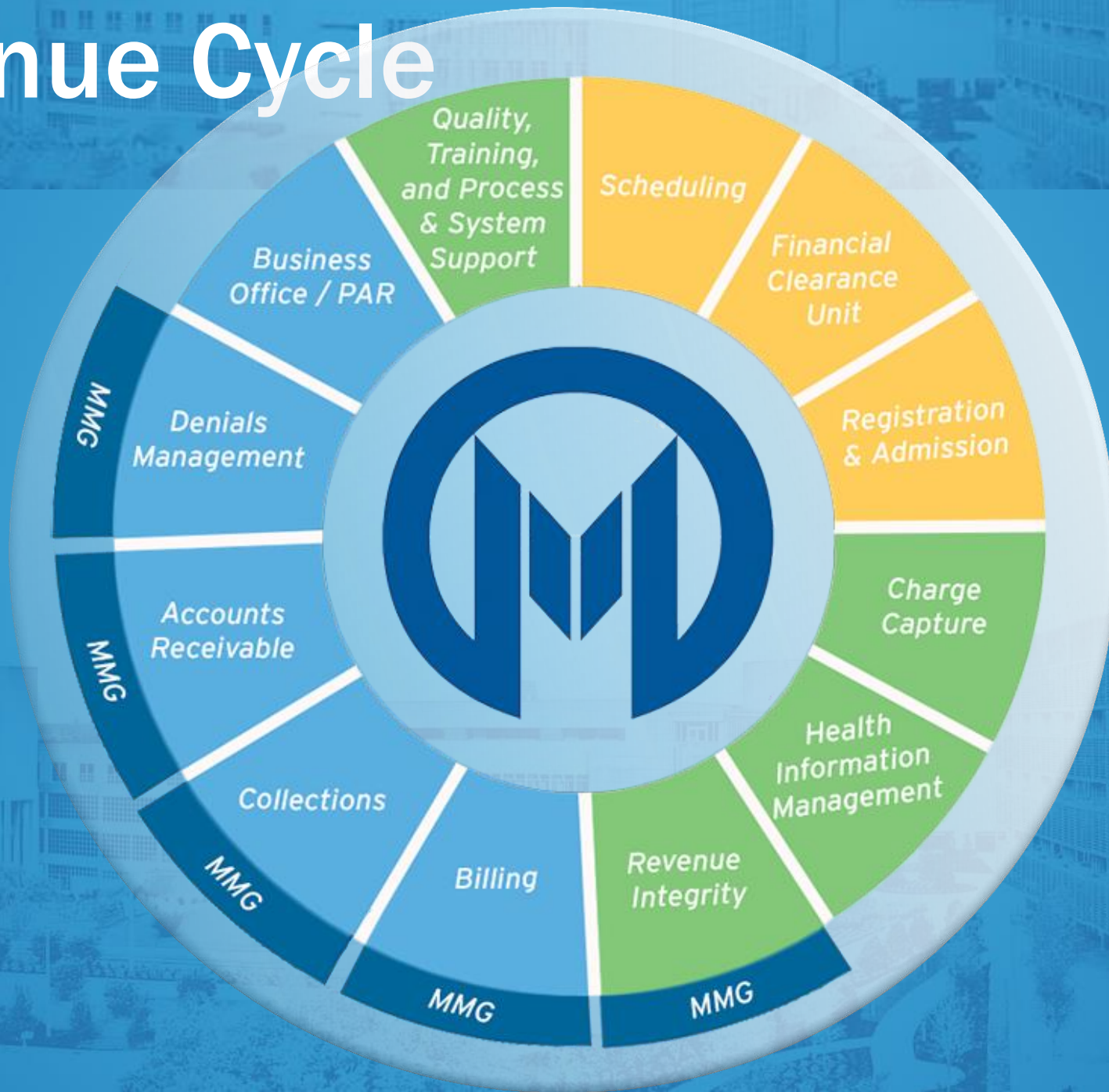


Office Etiquette

**Select each of the
5 desk objects to
learn expectations**



The Revenue Cycle



Welcome to

Revenue Cycle

Back End



Revenue Cycle Conference & Expo

Revenue Cycle Conference and Exposition

Connect.



- Network with colleagues through role-blended sessions
- Create partnerships to strengthen teams

Learn.



- Re-inforce current knowledge and understanding
- Gain insights about interesting new topics

Grow.



- Share new-found knowledge with patients and peers
- Immediate on-the-job application

- *A Clinician's Approach to Authorizations*
- *Power Tips for PowerChart Professionals*
- *The Patient Journey: More Than Just an MRN*
- *Insourcing MMG: The What, Why, and How*
- *Simplifying Scheduling Algorithms*

17

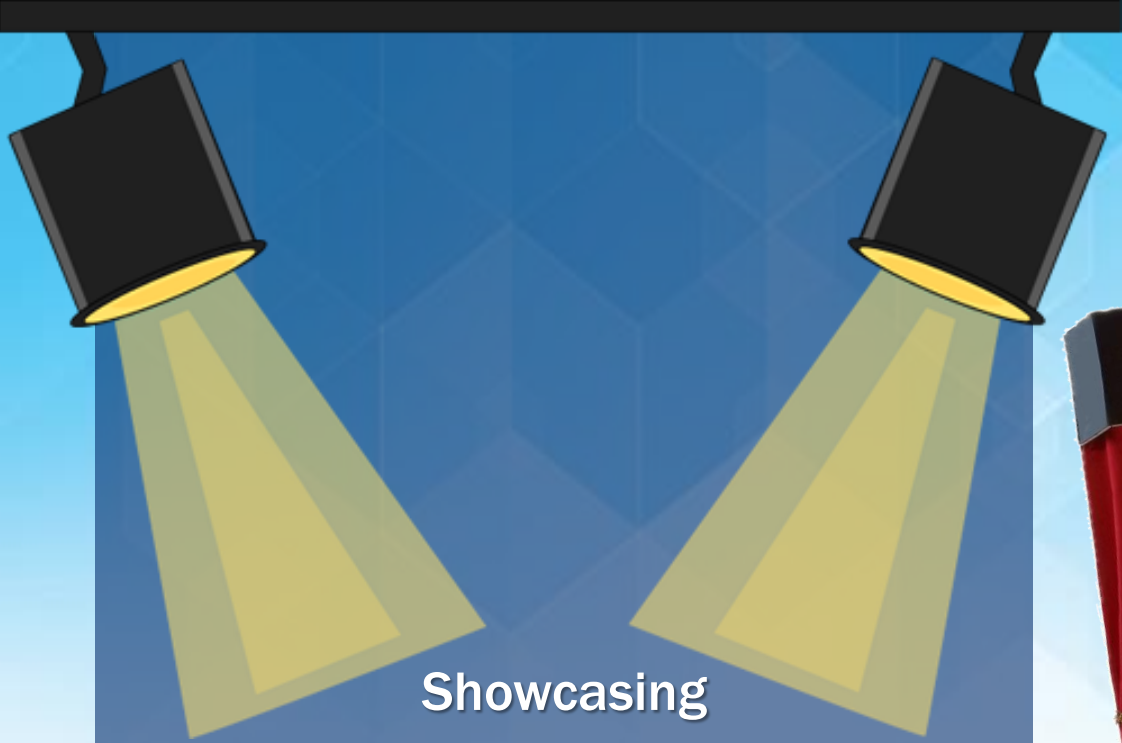
Sessions Offered Facilitated by
Moffitt Subject Matter Experts

745

Live Sessions Attendees



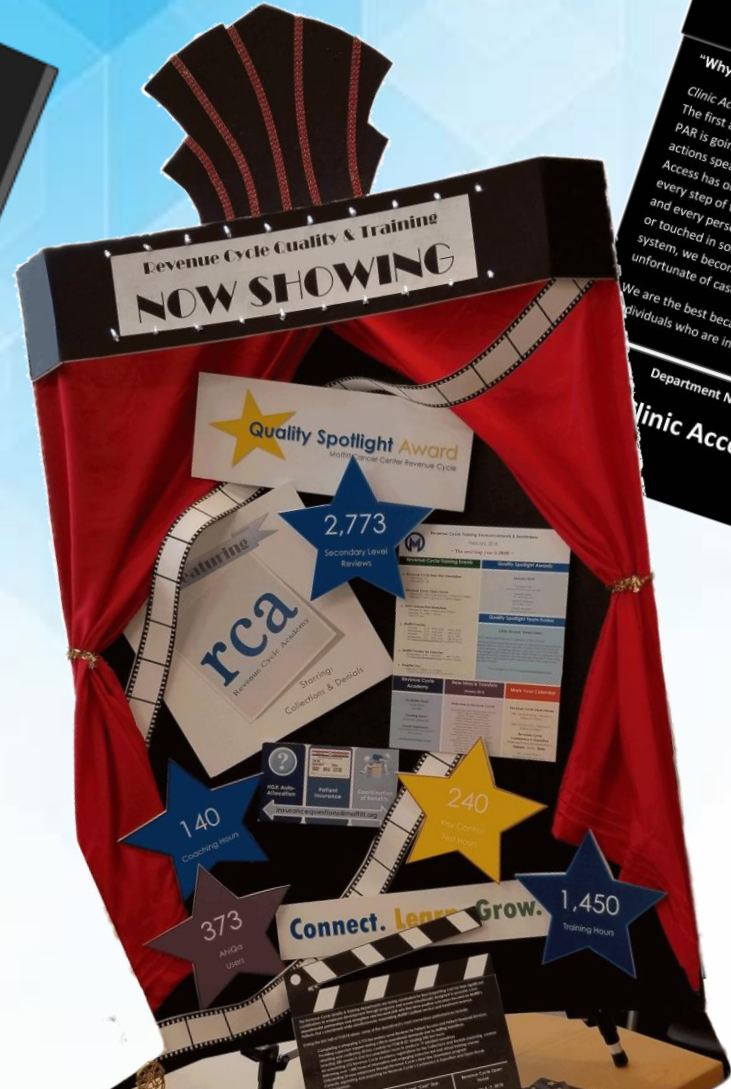
Revenue Cycle Open House



Showcasing

21

“Best Supporting Casts”



And the winner is...



Call to Action

Collaborate
Create
Challenge





Stay Connected:

Lynn Ansley, MAcc, CPA

DIR, Revenue Cycle Quality, Training & System Support

Lynn.Ansley@Moffitt.org