



Process Intelligence to Optimize the Revenue Cycle

PROCESS MINING INSIGHTS CAN DRIVE TECHNICAL AND OPERATIONAL WORKFLOW EFFICIENCIES

Process mining tools enable revenue cycle leaders to drive continuous process improvement with data-driven approaches that both measure outcomes and scrutinize technical and operational workflow gaps.

Many initiatives to improve revenue cycle management focus on enhancing efficiency, improving patient outcomes, increasing revenue capture, and reducing revenue leakage. These efforts have little chance of success unless providers can root out quality issues and uncover specific improvement opportunities. Discovering where, when, and how inefficiencies from errors or system issues manifest requires a level of resource time and effort few providers have.

Process mining uses data to create a visual model of the revenue cycle management processes and downstream impacts. This real-world representation helps highlight what's working, what's not, and why, so improvement opportunities are easily identified and implemented.

We can help.

We provide dynamic process intelligence to our clients' most high-impact revenue cycle workflows. Our unique approach combines process mining technology, robust analytics, and leading practice expertise to provide valuable insights that expedite revenue cycle transformation and financial improvement.

- **Discovering and Mapping:** create a visual model with time stamps to identify process variations
- **Analysis and Optimization:** gain an understanding of process performance based on actual data
- **Monitoring and Alerting:** receive alerts or automate remediation to eliminate delays or disruptions
- **Prediction, Forecasting, & Performance Improvement:** combine with ML and AI to forecast process improvement opportunities

The Results You Can Expect to See

Our clients experience measurable results:



End-to-end process visualization



Continuous process improvement



Greater efficiency and cost reduction



Ability to better measure and monitor remote workforce performance



Streamlined processes that reduce expenses, maximize revenue, and deliver an ongoing ROI

A Proven Partner You Can Trust



We Bring:

- Revenue cycle operations and technical expertise
- A leading practice lens to process optimization
- A proven transformation and change management track record
- A data-driven approach fostering sustainability
- High-impact solutions that drive a greater ROI

High-Impact Workflow

Representative use cases:

Authorization denials

Eligibility and coverage denials

ABN and outpatient medical necessity denials

Pre-service and point-of-service collections

Account performance and resolution

...and more

Enable your revenue cycle to drive continuous performance improvement.

A robust process intelligence program will reveal opportunities for efficiency and improvement needed to drive transformation and improve financial performance.

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Chartis has the next generation of revenue cycle analytics focused on process mining and intelligence powered by: **ABBYY** Timeline

About The Chartis Group

The Chartis Group® (Chartis) provides comprehensive advisory services and analytics to the healthcare industry. It brings critical thinking and deep industry experience paired with cutting-edge data, analytics, and technology to deliver #NextIntelligence. With an unparalleled depth of expertise in strategic planning, performance excellence, health analytics, informatics and technology, digital and emerging technologies, clinical quality and operations, and strategic communications, Chartis helps leading healthcare organizations achieve transformative results and build a healthier world.

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