



CASH ACCELERATION QUICK HINTS

1. GET BILLS OUT THE DOOR

- Focus effort on unbilled categories, particularly those within your control.
- Billing editor queues are a good place to start, but look at other likely places like Medicare RTP reports or claim form edits within the core system.

Payers are unlikely to send a check if you haven't sent a bill – look for all the places a backlog of claims might be hiding.

2. CALCULATE PROCESSING TIMES AND SEQUENCE YOUR EFFORTS ACCORDINGLY

- If you are working towards an end of month, end of quarter, or end of year deadline, think about payer processing times and how they impact the timing of your efforts.
- Commercial payers that pay in 30-45 days require activity well in advance – focus there first before moving to Medicare or other payers that process in 14-21 days.

Perform the work in a timeframe that will result in cash before your deadline.

3. SHIFT RESOURCES TO MATCH YOUR TIMING

- To the extent possible, shift work queues to reflect the payer timing
- Floating a Medicare specialist onto commercial claims 30-60 days out will improve cash at your deadline, and reversing that shift 14-30 days out can avoid any growth in AR.

Staff who have the knowledge to work multiple payers will benefit from a new set of experiences and may even appreciate a temporary shift in focus!

4. FIND THE LUMPS IN YOUR AR

- Review the shape of your aged AR, by payer, over time to find any areas that have grown or shifted over time
- If you can isolate and understand the cause of the growth, you may be able to solve a volume of claims with a single set of solutions

Working batches of claims, particularly if they have a similar problem, can expedite processing and liquidate more AR in a shorter period of time

5. CELEBRATE SUCCESS WITH YOUR STAFF – FEED THEM!

- If all goes well, your staff – from billers to follow up to cash posting – will do a lot more work and generate a lot more cash.
- Be sure to track those outcomes, preferably in some visible way like a cash “thermometer” on a wall, and to publicize reaching interim or final goals.

Bagels, donuts, pizza parties, or other treats go a long way in making staff feel recognized for their efforts. Food is love!