

# PowerBilling & Revenue Collection

*To solve a long-standing business issue, PowerHealth Solutions introduces a new paradigm for healthcare billing. Organisation can for the first time acquire an Trust-wide and health industry specific solution for patient billing and revenue collection.*

*PowerBilling & Revenue Collection is designed to improve efficiency and reduce the cost of the organisation billing process, at the same time as providing the flexibility to meet current or future business & service delivery models.*



## **Trust-wide level focus**

PowerBilling & Revenue Collection (PBRC) is focussed on the enterprise-level, with the ability to deliver a single invoice for all services. PBRC integrates easily with any other systems, connecting to and using the organisation's choice of corporate financial or ERP system for debtor management.

## **Workflow enabled**

Healthcare billing and revenue collection is highly complex, requiring numerous processes and interactions with internal departments and external agencies. PBRC incorporates health-specific *event-driven* workflow functionality, where an *event* triggers one or more *actions*, in accordance with a user-defined business process to reduce the inefficiency and potential for human error in today's largely manual processes.

## **Introduce business changes without IT involvement**

PBRC stores business rules outside of the program source code, allowing changes to be implemented without going through the costly and time consuming process of modifying and re-compiling programming code. This gives your organisation the capacity and flexibility to quickly introduce new pricing models and rapidly respond to industry-imposed changes, such as health fund pricing and contract variations.

## **Scalability**

PBRC has been designed from the ground up to deliver scalability, to meet the needs of large and small organisations. It can also be deployed as a hosted solution to meet multi-entity requirements.

- ◆ Enables centralisation of all billing functions or operation of a distributed model – while still benefiting from a single billing solution
- ◆ Can be implemented as an Trust-wide solution from Day 1, or department by department
- ◆ Defines and manages your workflow to improve the efficiency and reduces cost of the billing process
- ◆ Models your contracts and billing practices as business rules – and implements those rules to drive the patient billing process
- ◆ Models impact of reimbursement and pricing variations
- ◆ Utilises Corporate financial systems solution for debtor management and general ledger functions.

## **Workflow Management**

PBRC incorporates a workflow engine, which is used to control and monitor user defined *event-driven* billing and revenue collection processes.

For example, a patient discharge in the Trust Patient Management System generates an electronic discharge message in HL7 (or other) format that is automatically sent to PBRC. On receipt of the discharge message, PBRC recognises this *event* and triggers a task or series of tasks to generate all invoices and reimbursement claims for the completed episode of care.

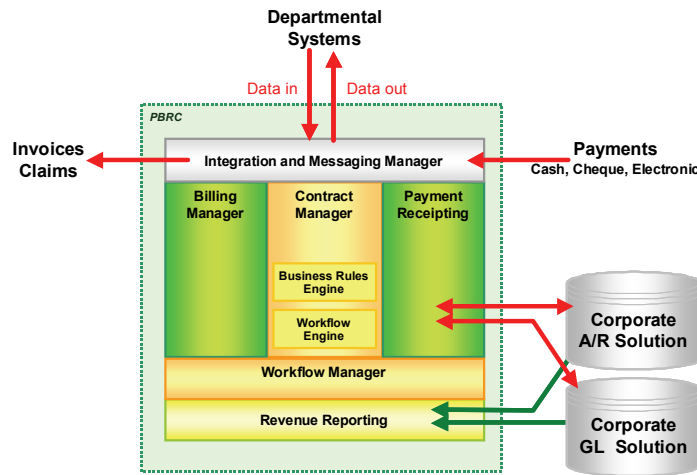
PBRC also has an inbuilt scheduler to manage the processing of these tasks and dependent sub-tasks, and allows the business process to be automated and completed with minimal manual intervention.



# PBRC Modules

## Modules

- ◆ Integration & Message Manager
- ◆ Contract Manager
- ◆ Workflow Manager
- ◆ Billing Manager
- ◆ Payment Receiving
- ◆ Revenue Reporting



## Integration and Message Manager (IMM)

*Handles traffic with departmental systems and other external systems*

- ◆ Links to any Trust system, regardless of its age or technology
- ◆ Batch or transactional data feeds
- ◆ Data transformation and validation improves quality and integrity
- ◆ Supports charge capture using hand-held devices such as PDAs
- ◆ Provides full EDI capability, including *HIC Online*.

The Integration and Message Manager is the gateway between PBRC and all internal and external systems, handling all communication between PBRC and the outside world, whether that be message based, batch file or to other applications within or without the organisation.

Where appropriate or required, industry recognised standards such as HL7, Edifact and XML are used. Supports electronic claims lodgement, including HIC Eclipse.

## Contract Manager

*Maintains organisation-wide and department-level billing and revenue dispersal contracts*

- ◆ Ownership and control of business rules stays with the business users
- ◆ Business rules realistically model business decisions
- ◆ Easy to use

Use Contract Manager to set up rules for charge and price determination, such as:

- ▶ Internal cross-charges to other departments, or external claims to Government funding body (eg Medicare) or a private health fund
- ▶ Payment dispersal rules to support private practice contracts between Trusts and medical staff.

Rules can be set up with effective dates for smooth introduction of changes and to support impact analysis prior to implementation of a change.

## Workflow Manager

*Defines, schedules and manages the billing process for maximum efficiency*

- ◆ Ensures the right person/resource receives the required information to perform tasks at the right time
- ◆ Supports automation of the business processes to eliminate the need for manual intervention
- ◆ Improves efficiency of billing process

Use Workflow Manager to create tasks and group them into business processes:

- ▶ Automatically recognises events that drive the billing process and initiates tasks according to the user defined workflow
- ▶ Interacts with PBRC's inbuilt scheduler to manage timely and efficient processing of tasks, monitoring progress according to preset deadlines.

Workflow Manager allows the business process to be automated and completed with minimal manual intervention.



## Billing Manager

*Calculates correct charges and issues invoices and claims*

- ◆ Intelligent billing rules engine enables fast and powerful response to business changes
- ◆ Allows billing and contract rules to be managed at either a departmental or Trust-wide level.

Billing Manager performs a number of essential functions before generating invoices and claims:

- ▶ Charge Determination — calculating the charge item by processing charge data from source systems against billing rules.
- ▶ Price Determination — calculating the episode billing for invoices and claims by processing payor account and price data against the billing rules

Billing Manager supports Medicare bulk billing, simplified billing to consolidate all services onto a single invoice, and point-of-care billing. Charge capture can be via interfaces to other Trust systems or from hand-held devices used by clinicians at the bedside.

## Payment Receipting

*Accepts payments and disperses to individual service departments*

- ◆ Online EFTPOS
- ◆ Payment methods with rules
- ◆ 3rd party acceptors
- ◆ RF security cards
- ◆ Transaction search
- ◆ Suspend facility provides tight audit control.

Payment Receipting is a robust payment and receipting application which caters for the receipt of all payments whether made at time of service (point-of-care) or subsequently. It has facilities to reconcile payments to invoices or claims issued, and for audit reporting and bank reconciliation.

Payment Receipting handles many complexities, including:

- ▶ Online EFTPOS
- ▶ Web-enabled payment collection
- ▶ Wide range of payment methods with optional range of allowable amounts and usage, eg credit cards only usable for some transaction types
- ▶ Rich receipting features, eg full/partial payment, deposit, prepayment
- ▶ Generates accounting entries to the Corporate financial systems.

## Revenue Reporting

*Trust-wide reporting solution*

- ◆ Compare actual charges and invoiced revenue against payments received
- ◆ Automated report updates and notification
- ◆ Interactive viewing and analysis
- ◆ Generic Trust-wide-wide reporting solution.

Revenue Reporting uses state-of-the-art reporting technology to provide comprehensive standard reports, audit reports and user-defined ad-hoc reports.

All information is retained for revenue reporting, and to provide a full history of patient activity at the detail level. This may be exported to a corporate data-warehouse for data-mining and query purposes. For example, business managers will be able to compare revenue accrued, revenue invoiced, discounts given and actual payments received at the charge item level.

## Trust-wide enabled architecture

When installed alongside PowerPerformance Management, PBRC has seamless access to the Clinical and Financial Data Store. As a standalone product, PBRC can be integrated with any Trust-wide data warehouse. In either case, it will complement your Trust-wide application architecture and add value to your business processes. PowerBilling & Revenue Collection has been carefully designed and developed to satisfy the business needs of Trusts.