

Revenue Solutions

Access Management

An efficient Patient Access process is critical to a health system's financial strength and is one of the most important elements of its revenue cycle. With a direct link to patient satisfaction and service reimbursement, access management optimization is a critical focal point for organizations seeking to achieve increases in market share, margins and operational efficiency.

SERVICES

Areas of Opportunity

- Patient friendly scheduling, check-in and check-out procedures
- Scheduling, registration and patient data collection, and eligibility workflows
- Medical necessity validation and prior authorization procedures
- Patient liability collection techniques and opportunities
- Financial counseling workflows
- Technology and system optimization
- Resource consolidation and reporting structures

FTI CONSULTING APPROACH

FTI Consulting is a market leader in innovative access management model development. The impact from access management improvement initiatives is projected to be in the range of 1 percent to 2 percent of net revenue improvement, generally within 12 to 18 months of implementation. These outcomes can be achieved through concentrated efforts to engage all stakeholders (most notably patients and physicians) by implementing workflows and practices to address revenue impacting activities at the point of initiation in the revenue cycle. Our coordinated approach to access management performance improvement and service redesign is based on the following model:

OPPORTUNITY IDENTIFICATION

FTI Consulting experts isolate and frame improvements for your organization related to people, processes and technology that impact net revenue, cash flow and operating margin.

SOLUTION CREATION

Through collaborative design and integration, our experts work with your organization to develop an action plan, incorporating industry leading practices along with detailed plans to prepare the organization for implementation.

IMPROVEMENT SUPPORT

FTI Consulting helps your team prioritize change and implementation activities by area of opportunity in order to enhance fiscal and operational performance. Our experts are focused on tangible and actionable solutions for every type of healthcare provider organization.

FINANCIAL AND OPERATIONAL RESULTS AND OUTCOMES:

- Expanded scheduling capacity
- Reduced registration and eligibility errors
- Increased staff efficiencies
- Decreased claim edits and denials
- Decreased bad debt
- Increased net revenue realization
- Accelerated cash collections
- Enhanced use of technology
- Improved patient, staff and physician satisfaction



Nik Kristensen
Managing Director
+1 571 243 4933
Nik.kristensen@fticonsulting.com

EXPERTS WITH IMPACT

About FTI Consulting

FTI Consulting is an independent global business advisory firm dedicated to helping organizations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. FTI Consulting professionals, located in all major business centers throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges and opportunities. For more information, visit www.fticonsulting.com and connect with us on Twitter (@FTIConsulting), Facebook and LinkedIn.

www.fticonsulting.com

©2017 FTI Consulting. All rights reserved.