

# REVENUE CYCLE MANAGEMENT PROJECT: REDUCING CLAIMS DENIALS

May 2017 – April 2018

The Revenue Cycle Management (RCM): Reducing Claim Denials Project supports Montana Critical Access Hospitals (CAHs) with revenue cycle management by targeting the reduction of insurance claim denials. The focus is to identify and improve processes where claim denials originate (documentation supporting medical necessity, coding, entering patient information, insurance verification, etc.)

A cohort of CAH representatives will work and learn together to identify their most common sources of denials, determine the process that will be targeted for improvement, understand how the process currently works in order to identify the root causes of the denials, generate evidence-based solutions and develop a plan for continuous improvement.

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## SESSION MATERIALS & RECORDED WEBINARS

### SESSION 1:

[WEBINAR: Defining the Project Scope](#)

[PRESENTATION: Defining the Project Scope](#)

DOCUMENTS:

- Step 1: Project Scope [Template](#) [Example](#)
  - Step 2: Process Scope [Template](#) [Example](#)
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### SESSION 2 (Workshop):

[PRESENTATION: Analyzing the Current State](#)

DOCUMENTS:

- [Issue Prioritization Handout](#)
  - [Observation Sheet & Instructions](#)
  - [Data Collection Sample](#)
  - [Value Stream Map \(VSM\) Sample](#)
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### SESSION 3:

[WEBINAR: Generating Solutions and Plans for Implementation](#)

[PRESENTATION: Generating Solutions and Plans for Implementation](#)

DOCUMENTS

- [A3 Template](#)
  - [AMA Steps Forward: Adopting a Patient Pre-registration Process Tool Kit](#)
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### SESSION 4:

WEBINAR: Not available due to technical difficulties.

[PRESENTATION: Project Report Out](#)