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### Contact Us

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## EXECUTIVE SUMMARY

### Engagement Overview

Sinaiko Healthcare Consulting, Inc. ("Sinaiko"), was engaged by St. Example's Medical Center to perform an evaluation of the charge capture processes for the Emergency Department (ED). Sinaiko's C.U.R.E.™ methodology is designed to assess the major elements of the charge generation and capture processes.

### Process Overview

The C.U.R.E.™ method touches all segments of the ED Revenue Cycle to measure the effectiveness of charge capture. Over the past few weeks our activities at St. Example's included:

- Evaluation of the ED Charge Description Master (CDM) against industry standard
- Evaluation of the ED Charge Ticket
- Chart-to-Bill Audit of 50 ED Visits to Compare What was Documented Versus Billed
- Evaluation of the ED Coding Effectiveness
- Onsite Observation of the Charge Capture/Entry Processes and Their Effectiveness

### Major Issues

The subsequent pages of this report illustrate the details of the charge capture deficiencies for the facility. The high-level summary of the issues are listed below:

- **Charge Description Master:** Missing injection and infusion codes; "Courtesy" no charge
- **Charge Ticket:** Level of Care confusion, Office visit charges on ED charge ticket
- **Charge Capture/Entry Processes:** Lack of education and training; lack of auditing
- **Coding:** Routinely missing implants and supplies and their associated procedure codes
- **Billing:** Incorrect usage of "1 unit" for injections when multiple injections were provided

### Financial Implications

|                            |              |
|----------------------------|--------------|
| ED Visits for 2006:        | 42,895       |
| Average Charges per Visit: | \$320        |
| Total ED Charges for 2006: | \$13,726,400 |

### Average Charges Per ED Visit



### Annualized Missed Charges (based on 42,895 Visits)

