



Smart decisions. Lasting value.™

# 2019 Crowe Healthcare Summit

Crowe LLP

June 5<sup>th</sup>, 2019



# Agenda

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## Goals of the session

- Healthcare Summit Overview
- Boot Camp Offerings
- Round Table Sessions
- Certified Net Revenue Analyst (CNRA) Certification
- Questions?



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# Healthcare Summit Overview

# Healthcare Summit Overview


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Where: Sheraton Dallas Hotel, Dallas, TX

When: September 16<sup>th</sup>-19<sup>th</sup>, 2019

What: Boot camp sessions, CNRA examination, Roundtable/Innovation workshops, Breakout session, Keynote speaker, Networking events (Topgolf and Globe Life Park in Arlington, home of the Texas Rangers)

Who: 300+ Healthcare Professionals



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# Boot Camp Offerings

# Boot Camp Offerings

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## Introduction to RCA (formerly RCA 100)

- Recommended for users with less than 6 months experience
- Learn fundamentals of RCA functionality
- By the end of the session, users should be able to:
  - Understand the importance of RCA Maintenance
  - Describe core concepts of accounts receivable valuation
  - Explain how to accelerate the month end close process
  - Learn more about RCA's net revenue reporting



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# Boot Camp Offerings

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## Intermediate RCA (formerly RCA 200)

- Recommended for users with less than 2 years experience
- Evolve your understanding of RCA
- By the end of the session, users should be able to:
  - Compare current close process with industry best practice
  - Interpret RCA reporting to drive operational and process improvements
  - Understand more advanced AR modeling concepts
  - Dive deeper into Variance Analysis (VA)



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# Boot Camp Offerings

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## Advanced RCA (New in 2018)

- Recommended for users with more than 2 years experience
- Explore advanced concepts, theories and calculations within RCA
- By the end of the session, users should be able to:
  - Understand key calculations
  - Connect reporting with the settings in MRA and VA
  - Explain how MRA reserves flow into VA
  - Calculate Change in Prior estimates from raw data and understand operational drivers behind VA themes



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# Boot Camp Offerings

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## Introduction to Ad Hoc Reporting

- Recommended for users with little to no Tableau experience
- Learn the fundamentals of Tableau functionality
- By the end of the session, users should be able to:
  - Identify common terms and navigation within Tableau
  - Recognize the data extracts and different types of available visualizations
  - Create customized reporting with drill down functions
  - Publish dashboards and metrics to share across the organization



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# Boot Camp Offerings

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## Advanced RCA Ad Hoc Reporting

- Recommended for users who have taken Intro to Ad Hoc or have Tableau experience
- Review sample reports and identify tips and tricks in Tableau
- By the end of the session, users should be able to:
  - Come away with additional ideas to enhance their organizations Ad Hoc reporting
  - Better understand Tableau functionality in order to create meaningful dashboards and reports through the use of filters, parameters, sets, table calculations, and level of detail expressions.



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# Boot Camp Offerings

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## RCA for Physicians

- Recommended for users who use RCA for professional billing modeling
- Review the physician module to better understand physician productivity and net revenue
- By the end of the session, users should be able to:
  - Understand industry best practice for reserving for physician entities.
  - Analyze physician level net revenue and productivity
  - Review and understand the importance of the physician administration pages.



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# Boot Camp Offerings

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## Accelerate Month End Close with RCA

- Recommended for users who use RCA but would like to become more efficient during month end
- Learn about Crowe's approach to expediting month end timelines
- By the end of the session, users should be able to:
  - Understand the importance of leveraging the "pre-close" window
  - Leverage RCA's recast functionality to easily analyze updates to reserve rates
  - Leverage projections to understand net revenue mid month



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# Boot Camp Offerings

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## Blue Cross of Illinois: RCA Overview

- Recommended for users whose hospital system engages in contracts with BCBS of Illinois
- Learn about the new Blue Cross functionality in RCA 2017
- By the end of the session, users should be able to:
  - Understand how the changes impact MRA and VA results and analysis
  - Review the matching process and discuss best practices
  - Discuss best practice and timing of loading experience reports and working exceptions



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# Boot Camp Offerings

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## Surviving the Audit with RCA

- Recommended for all users
- Review policies, procedures, and report testing that you can use to support the audit of RCA data.
- By the end of the session, users should be able to:
  - Understand best practice policies to ensure a smooth audit
  - Know the reports, and underlying calculations, that auditors typically request
  - Improve month end close policies to ensure all information needed for an audit is saved



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# Boot Camp Offerings

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## Reimbursement Strategies in the Medicare Cost Report

- Recommended for all users
- Review how to use the cost report as a management tool
- By the end of the session, users should be able to:
  - Examine high-impact reimbursement areas in the cost report
  - Explore the key drivers of Medicare reimbursement directly connected to the revenue cycle function
  - Understand where the above information is used within the cost report



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# **Roundtable Sessions/Innovation Workshops**

# Roundtable Sessions

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- Led by moderators
- 90 minute working sessions
- Maximum of 25 attendees per session
- Discussion will be driven by client's questions and insights
- Attendee can select their top 3 sessions
  - First-choice selections are not guaranteed
- Sessions may be added or removed due to demand or lack thereof



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# Roundtable Sessions

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- General Ledger Reconciliation: Attacking Unapplied Cash with Automation
- Leveraging Technology to Automate Core Finance Functions
- Fixing the Leasing Problem in Healthcare
- Automating Reimbursement Functions Leveraging RCA
- Wage Index Update with Occupational Mix Survey
- Hot Topics in Regulatory Reimbursement
- Becoming a CNRA: Setting Yourself Apart from the Crowd
- RCA Ad Hoc Dashboard and Reporting
- The RCA Implementation Process Overview (New Prospects Only)
- The RCA Parallel Process: What to Expect from “Go Live” to Adoption
- Leading Practices in the RCA Month-End Pre-Close and Close Process
- Analyzing Prior Period Adjustments
- Consolidating and Centralizing the Net Revenue Function
- Explaining Revenue Cycle Drivers of Net Revenue Performance



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# Roundtable Sessions

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- Revenue Cycle and Finance Team Collaborations in Explaining/Improving Net Revenue
- Biomedical Devices – Still the Highest Impact and Least Managed Risk in Healthcare
- Top 10 Emerging Tech Risks
- Top 10 Clinical Risks
- Top 10 Revenue Cycle Risks
- Transforming the Revenue Cycle with Blockchain
- Maximizing Revenue and Mitigating Risk with Appropriate Patient Statusing



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# **Certified Net Revenue Analyst Exam (CNRA)**



# CNRA Exam

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- Registrants can sign up to take the exam during the Healthcare Summit
- Offered on Thursday, September 19<sup>th</sup>
- Boost your career by enhancing your credibility as a net revenue expert
- Signifies your proficiency and knowledge of RCA and your ability to:
  - Accurately value accounts receivable
  - Create efficient net revenue processes
  - Mitigate risk on the balance sheet
  - Perform monthly close using Crowe RCA
  - Interpret Crowe RCA reports to explain net revenue
- Complete the exam with a 70 percent passing grade to earn your certification



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# Questions?

Thank you,  
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