REVENUE CYCLE DX

SERVICES
HOSPITALS AND HEALTH SYSTEMS

Revenue cycle and Epic consulting

I help hospitals solve revenue cycle problems that cross teams, data, and Epic workflows. My strongest areas are revenue integrity, denials management, and Epic optimization, with support from patient access through payment.

COMPLEX PROBLEMS I HELP SOLVE

01 REVENUE INTEGRITY

Missing charges and revenue leakage

Trace missing or late charges through department workflows, provider and department setup, charge routing, and hospital billing (HB) and professional billing (PB) handoffs. Strengthen reconciliation and exception controls.

02 DENIALS MANAGEMENT

Denials that keep coming back

Connect payer and denial patterns to registration, authorization, coding, billing, and follow-up. Separate initial denials from repeat work, validate root causes, and assign prevention actions and measures.

03 UNBILLED ACCOUNTS

DNB holds and billing delays

Investigate recurring do-not-bill holds, billing edits, and workqueue backlogs. Review rule logic, routing, ownership, and escalation to address the cause of repeated account holds.

04 EPIC OPTIMIZATION

Build and operations out of sync

Identify duplicate reviews, routing gaps, and unclear handoffs. Translate operational needs into build requirements, test scenarios, and reporting measures with revenue cycle and application teams.

05 GROWTH AND READINESS

New departments not billing as intended

Validate workflows across providers, departments, bill areas, fee schedules, and modifiers. Define testing, charge reconciliation, and post-go-live checks, including where targeted controls can replace blanket reviews.

06 REVENUE CYCLE OPERATIONS

Problems that fall between teams

Map handoffs across patient access, clinical departments, revenue integrity, billing, and AR. Reconcile performance definitions, establish ownership, and measure whether process changes improve results.

From findings to a workable plan

I connect the data with the workflow and validate findings with the people who own the work. You receive supported findings, prioritized recommendations, clear owners, and a practical implementation plan. Implementation support can be included in the agreed scope.

Work directly with Austin

My experience includes healthcare revenue cycle consulting, revenue integrity, ambulatory business office operations, and Epic workflow improvement. I hold an MBA in Healthcare Administration and work directly with you from the initial review through recommendations and follow-up.

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