



NRHP  
Revenue Cycle Improvement Program  
Facility Questionnaire  
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**What is your number of licensed beds? (Acute, swing, LTC)**

**How many emergency room beds do you have? Please include potential overflow in addition to actual used ER beds**

**How many service areas do you have? Example, ER, outpatient physical therapy, infusion services, outpatient, etc.**

**How many Physicians work at your hospital-based or other clinic(s)?**

**What software system do you use for registration?**

**Do you issue Advance Beneficiary Notices from Medicare? If so, what vendor do you use for your ABN software?**



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**Do you utilize interqual/admission criteria for OSS vs. inpatient admits?**

**What software system do you use for patient financial services? (AR management, collections)**

**What coding software do you use?**

**Do you have coding edit software? If so, what system do you use?**

**What software system do you use for patient financial services? (AR management, collections)**

**Do you use a billing clearing house/claims scrubber separate from you billing system? If so, what system do you use?**



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**Do you have a contract management system? What vendor or software is used?**

**Do you have a denials management system? What vendor or software is used?**

**Do you have an in-house scanning/document imaging system? If so, what vendor or system do you use?**

**Do you have a scheduling process for elective patients? If so, how many patients on average are scheduled on a daily basis?**

**If you have a scheduling program, do you utilize a pre-registration process?**

**Do you utilize a quick registration process for emergency room patients?**



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**How many registrations are performed daily? Please provide an average by area: OPT, IP, ER, LT Care, Clinics.**

**Do you have a benefits/eligibility process?**

**Do you use an eligibility vendor for eligibility checks? Please provide site names or vendors names used for eligibility checks. (Website example: First Health, Tricare etc.) (Vendor example: EMDEON, SSI etc.)**

**Is your eligibility process done using manual or automated systems? Please explain process.**

**If you have a eligibility process in place, what percentage of your accounts are checked?**

**Do you have a standardized co-pay collection process?**



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**Do you have a authorization/pre-certification process?**

**Is your authorization process done using manual or automated systems? Please explain process.**

**If you have a authorization process in place, what percentage of your accounts are checked?**

**Do you have a financial counseling program for screening and third party liability?**

**Do you have a charity care or sliding fee schedule program?**

**What method do you use to ensure that the hospital uses the latest version of: Important Message, MSP, COA?**



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**Does your I.T. department monitor and fix any SIN rejections (HL7 failures) for registration, charge entry and updates on a daily basis?**

**Do you measure/quantify demographic accuracy? (registration errors)**

**Do you measure/quantify upfront cash collections?**

**Do you measure/quantify denials?**

**Do you measure/quantify accounts receivable/financial data?**

**Do you have any quality improvement structure in place? If so, in what areas and what are you measuring?**



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Do you have a in-house training program to assist with annual updates, process changes, compliance updates?

Have any departments developed or implemented revenue cycle processes? If yes, which areas and what has been developed or implemented? (if previously addressed in other questions, please provide summary or outline)

Information requested:

Name:

Position:

Organization:

Phone:

Email Address:

Click the submit button if you would like a free evaluation & discussion of your responses.