



## Revenue Risk Recovery

PwC and Microsoft help health systems reduce denials and help reduce lost revenue by combining PwC's deep provider knowledge and Microsoft's Cloud for Healthcare to enable experience, automation, and analytics.



### Summary Problem

A \$10B health system typically loses \$50M in revenue from related and solvable issues. <sup>1</sup> PwC Analysis

Health insurers frequently deny payments to health systems when the health system does not secure a prior authorization before a service is provided to a patient.

Additionally, health systems often do not collect the patient's financial responsibility in advance of providing services.

Most health systems do not have automation, controls, and analytics around these business issues because timely and systematic collaboration is difficult.

### Help reduce denials and lost revenue with Revenue Risk Recovery solution

Revenue Risk Recovery solution is a tech-enabled service for the PwC Model Office on Microsoft's Cloud for Healthcare, leverages **Microsoft PowerPlatform and Dynamics 365** to help connect distributed patient access and finance teams in a deferral decision process. These digital automations, coupled with improved connectivity and insights, help reduce revenue risk exposure immediate reduction in revenue risk exposure.



### Challenge

**Solving the denials and patient payment responsibility conundrum requires process changes that are challenging.**

- The clock is ticking against the scheduled service date to receive both the prior authorization and the patient payment, and intervening with impact requires immediate and efficient action
- Most health systems don't have specific insights into these losses, much less the controls to mitigate the revenue risk
- Even if the system has some insight, enterprise collaboration and decision making related to rescheduling patient services has not been easy to manage



### Solution

- PwC helps deliver industry leading revenue cycle services to help craft controls and digitization for a deferral process
- PwC has configured Microsoft's products to help automate the collaboration required to facilitate service deferral decisions
- The solution provides reporting and real time insights into the volume and location of services that could be deferred and the associated revenue at risk

### Benefits of Implementing a Revenue Risk Recovery Program: potentially retain \$1M for every \$200M in revenue

- 1 Transparency into the revenue at risk through dashboard reporting and enablement of the decisions that can help reduce revenue loss
- 2 Standard set of processes and controls to customize a deferral management program
- 3 Automation of notifications and enablement of digital work queues to help facilitate requests and approvals of service deferral and rescheduling
- 4 Mobile and desktop enablement of Client systems to facilitate collaboration (even at scale with 300+ users)

# Help reduce lost revenue from denials for no prior authorization and lack of patient payment with a Revenue Risk Recovery tech-enabled service



## We help you realize:



### Increased Revenue

Actively reducing denials and capturing patient payments improves cash flow



### Improved patient experience

Actively rescheduling services reduces downstream patient frustration with insurance denials and 'surprise' bills



### Improved staff and clinician experience

Automating the deferral exception process reduces the time staff spent on the controls and reporting provides finance leadership with transparency they didn't have before

## Why work with PwC?

Robust Healthcare Revenue Cycle Services experience and extensive healthcare provider operations change management experience

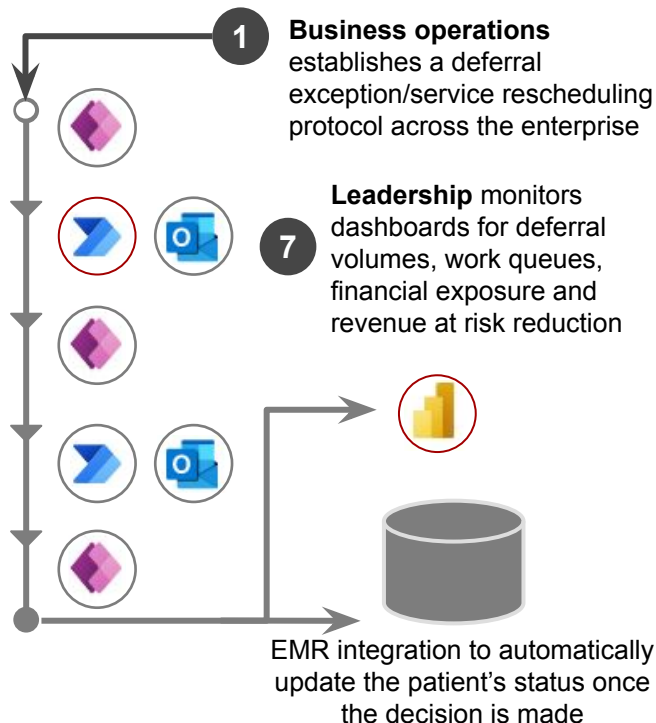
Microsoft Gold Competencies: Cloud Business Applications, Cloud Business Applications, Cloud Platform, Security, and more coupled with a strong relationship with the Microsoft product team

Multiple analyst rankings around Microsoft services and solutions

## Solution at a glance

### Digital Collaboration and Insight

- 2 **Requester** fills out electronic request for service deferral form in PowerApps
- 3 Email notification sent to **Approver**, via automated process flow, to review the request in PowerApp
- 4 **Approver** reviews request in PowerApps dashboard and either approves or denies the deferral request
- 5 Email notification sent to **Requester** notifying them of the request decision
- 6 **Requester** reschedules patient or confirms scheduled service and picks up the next work item in the queue



## Business Process Development and Change Management

### Contact

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