

CRANWARE PROFESSIONAL SERVICES

Everything your hospital does is focused on fulfilling its organizational mission: continue to provide quality care to patients. After all, your community depends on it. But as the healthcare landscape continues to change, it is becoming more and more challenging to manage the complexities surrounding clinical operations along with sustaining financial viability.

Creating a Strategic Partnership for Success

How can you find the right balance between fulfilling your mission and achieving a positive financial margin? Top healthcare providers – including the most well run, well-resourced hospitals around the country – are partnering for this support because doing so will strengthen their efforts to achieve revenue integrity. And this is the key to the financial health of your organization.

Tap into Craneware's Unmatched Expertise

As the leader in automated revenue integrity solutions for over 15 years, hospitals of all sizes and types rely on Craneware's Professional Services to help address their toughest challenges. We deliver results that lead to improved visibility required to identify, address and ultimately keep legitimately earned revenue.

We start by creating a dialogue with you, seeking to understand your hospital's unique objectives, assumptions and goals for success. Then we extend our proven expertise and proficiency from helping hundreds of other hospitals to guide you to success. We are committed to building a

successful relationship that delivers results to achieve your objectives.

- The only software provider that partners with clients to custom define their future desired state and develops the roadmap to achieve operational success
- Committed to driving client software utilization to meet best practice benchmarks
- Recognized throughout the industry for our KLAS category leading products, implementation, training and support
- Seasoned, passionate Professional Services team with an average of 25 years of healthcare experience
- Members of industry associations including AACP, AHIMA, HFMA, AAMAS, AAHAM, and Case Management
- Clinical certifications number among Nurse Doctorate, RN, BSN, Certified Medical Audit Specialist, RT, MT - American Society for Clinical Pathology
- Coding certifications include RHIA, CCS, CCS-P, CPC, CPC-H, CPC- P, CIRCC, AAPC Instructor, ICD-10-CM/PCS Trainer
- Extensive experience in the most challenging clinical disciplines such as Cardiology, Oncology, Surgery, Labor and Delivery, Rehabilitation and the Ancillaries
- Certified inpatient/outpatient coders with



an average of 18 years of hospital and physician practice experience

- Experienced patient financial services and certified Health Information Management staff
- Continually committed to serving our clients with our Craneware Financial Performance Summit and Client Advisory Council

Full Portfolio of World-Class Service Offerings

Whether you need guidance to perform strategic analysis and process design, or need support and training for ensured success, or are looking to outsource some of the heaving lifting, Craneware offers the resources your hospital needs to achieve your specific objectives. We also offer tailored programs to meet custom requirements in addition to offering cost effective, packaged programs.

These comprehensive service offerings will help optimize your time and budget, increase your revenues, lower your cost of ownership, and keep you one step ahead in this evolving healthcare market.

Craneware Professional Services

Client Success Manager

Design future state operations prior to software implementation, develop policies and procedures, train staff on operational tasks, and continuously measure and report on success metrics.

Revenue Cycle Assessment

Gain an understanding of your hospital's entire revenue cycle health – from patient scheduling through collections. Identify revenue opportunities, compliance risks, and areas for process improvement through the assessment of 22 revenue cycle control points.

Revenue Integrity Package

Be assured all billable services are captured and correctly mapped for every department with this full-scale technical chargemaster review. Craneware performs an up-to-date chargemaster review, strategic pricing analysis, and audits a representative sampling of outpatient claims.

CDM Review & Education

Establish a clean and compliant chargemaster so your hospital can quickly shift from clean-up to proactive management. After performing a complete chargemaster assessment, Craneware recommends corrections for all charging and coding errors including pharmacy and supplies.

CDM Process Design

Design your chargemaster management processes and decision making protocols, secure key stakeholder commitment, and customize workflows to attain seamless control of all additions and changes to the chargemaster.

Chargemaster Corporate Standardization

Instill consistency for all core CDM fields, improve productivity, centralize control while retaining flexibility, and increase visibility and corporate oversight by establishing a corporate chargemaster standard across your hospital system.

Charge Capture Performance Improvement Service

On-site review to identify areas of highest compliance risk and lost revenue – with knowledge transfer of repeatable steps to recapture missed revenues and prevent losses in future claims.

Pricing Analysis Review

Create a defensible pricing model and uniform pricing policy to improve net revenue and assure competitive stance in the market.

On-site training

Customized ICD-10 coding, case management, chargemaster maintenance, charge capture best practices, denial management best practices, and onsite custom training.

Custom Consulting

Rely on Craneware expertise to address a specific concern your hospital is facing. Put our wide-ranging healthcare experience and above industry average results to tailor a solution to meet your specific needs.

Craneware Outsourcing Services

Outsourcing CDM Management

Depend on experienced Craneware resources to bring your chargemaster to current state – and maintain it on an ongoing basis – including the important annual coding updates.

Appeal Services

Tap into Craneware's proven appeals expertise to manage your appeals process from beginning to end to achieve higher success rates than national averages.

Chart-to-Bill Audits

Whether the audit is initiated internally, by payor or government entity, Craneware experts delivers recommendations for process improvement based on audit findings.

Moving Forward Together

Far more than a handshake, Craneware plays an important role in delivering the solutions that enable hospitals to be financially healthy so they can continue to provide quality care to patients. Together we'll work to optimize legitimate reimbursement, improve operational efficiency, and minimize compliance risk.



Chargemaster Toolkit® is ranked No.1 in the Chargemaster Management category for the eleventh year in a row (2006 – 2017) as part of the "2017 Best in KLAS Awards: Software & Services" report, published January 2017. Data © 2016 KLAS Enterprises, LLC. All rights reserved. www.KLASresearch.com



For the past 12 years, HFMA staff and volunteers determined that Craneware's Chargemaster Toolkit® meets specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guarantee the use of this product.

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