

Integration Services Clinical to Charge System Reconciliation

Optimize Revenue with Clinical System to Chargemaster Reconciliation

For systems that have completed EHR go-live events or major EHR upgrades, processes need to be in place to ensure charges continue to flow through the system correctly – from the point of order creation through charges posting on the bill. As EHRs evolve to more dynamic systems, where multiple factors control charge attributes, managing the integration between clinical systems and your chargemaster (CDM) becomes more challenging. In a dynamic CDM build, the chargemaster houses basic information such as a CDM number and default coding information. Then the EHR system applies logic based on multiple criteria such as patient location and type, user login, location of service, department, and many others. Depending on these criteria and actions, changes to the charge attributes will vary as the charge flows through the system to eventually populate the bill.

For your charges to remain accurate and compliant, it now requires more than an annual chargemaster review. Reconciling the clinical systems to the chargemaster is needed to make sure all control points in the charging cycle are up-to-date, linked correctly, and posting correctly.

Clinical to Charge System Reconciliation helps optimize your revenue with assurance the correct charges are posted based on clinical activity, improves compliance by validating the intent of the order matches the associated charge, and preserves your organization's investment in your EHR.



"More importantly though, Craneware encouraged us to think bigger, to think not just about charges, but to look at processes and workflows that affected all of our sites. Craneware opened our minds. The result of that awareness was that we found opportunities we didn't even know we had. Craneware's partnership is worth every penny."

- Director of Patient Financial Services

When you need to ensure all revenue is captured, we help you seek perfection.



Protect your revenue with an annual check-up.

Clinical to Charge System Reconciliation evaluates charge extracts from your EHR and other clinical systems, such as pharmacy, surgery, laboratory and radiology. Orders and charges are followed through the system, ensuring trigger events and links are working properly for accurate information to process through the billing system. The data evaluated includes coding, pricing, and cost center accuracy.

When you need to reduce the cost of patient care, we help you discover value.



Identify process issues to resolve cases of missed revenue.

Many times, after a new EHR build is implemented, continued validation of the build and system linkages do not occur on a regular schedule. Often, hospitals assume the build is correct and neglect follow-up review to ensure the build is still functioning properly. Just as your CDM is updated frequently throughout the year, validating how that CDM links to your clinical system is an important revenue integrity task. Our team drills down to understand the generation point of the charge, then analyzes the charge as it is routed through the system. Often errors and broken links are found, and when corrected, restore revenue accuracy.

When you need actionable insights to run your business, we shine a light on your opportunities.



Implement sustainable revenue integrity practices.

Craneware believes in partnering with our customers not only with a solution, but we also believe in helping our customers achieve sustainable practices for revenue integrity. We provide your team with best practices and help you design policies and procedures around charge reconciliation that exist beyond the engagement – so you can enhance your culture of value cycle excellence. We are the leader in the industry for reconciling clinical modules and truly integrating clinical to charge data.

For almost 20 years, Craneware has partnered with hospitals and health systems across the country to help improve and sustain financial performance. The level of sophistication in the services provided by our Systems Integration Services team has been developed and refined over our two decades of experience, fulfilled by a team of revenue cycle experts.