Substantive Analysis/Justification for request:

Why is this position needed?

Develope a culture of collaboration with a focus on continual improvement for two Hospital systems. A team approach of "all in" to be a service-oriented department for the Medical Staff and Leadership team.

Creating/Implementing a Payer Enrollment (PE) Department to **Increase Revenue** which includes:

- Create a PE structure internally - **immediately and ongoing**
- Obtained a new vendor for assistance/backup - **immediately**
- Create PE Bible - **immediately and ongoing**
- Update providers CAQH and OHP - **immediately**
- Create connections with all commercial carriers - **immediately**
- Build a strong relationship with revenue/billing teams and increase communication/problem-solving - **immediately**
- Train two FTE 1.0 PEs for Medicare/Medicaid and Commercial Carriers - **immediately and within 12 months**
- Managed Care (MC) module from MD-Staff - **within 2 months**
- Streamline payer rosters - **within 2 months**
- WPS Revalidation clean up - **within 4 months**
-
- Capture the Medicare PAR reimbursement for all providers currently enrolled as non-participating. Par vs Non-Par = 5% increase per claim - **within 12 months**
- Implement OOS Medicare enrollment and capture those OOS Medicaid reimbursements that are being written off - **within 12 months**
- Consistent review of claims rejections - **within 6 months**
- Data clean up, such as directories - **within 6 months**
- Location Updates/NPPES/Medicare - **within 6 months**
- Streamline the payer enrollment process to become more efficient/timelier for quicker returns on claims - **within 8 months**

Fiscal Analysis & Economic Impact Statement:

Cost Savings:

- Contract ended with XX on 6/13/22; $XXX,XXX highest paid in a year.
- Add in-house 1.0 FTE at $XX (XX,XXX) plus benefits at 30% (XX,XXX), annual total $XX,XXX
- Add in-house 1.0 FTE at $XX (XX,XXX) plus benefits at 30% (XX,XXX), annual total $XX,XXX
- Add new payer vendor at $XX and hour, average $X,XXX a month, annual total is $XX,XXX
    o Total in-house cost $XXX,XXX minus $XXX,XXX is $XX,XXX savings
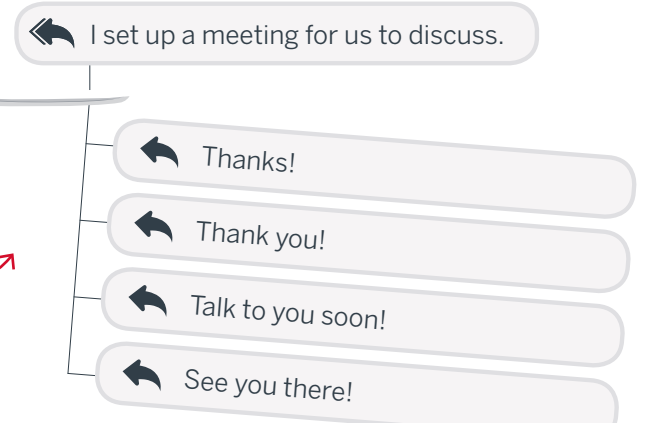
PE POV: The Revenue Cycle
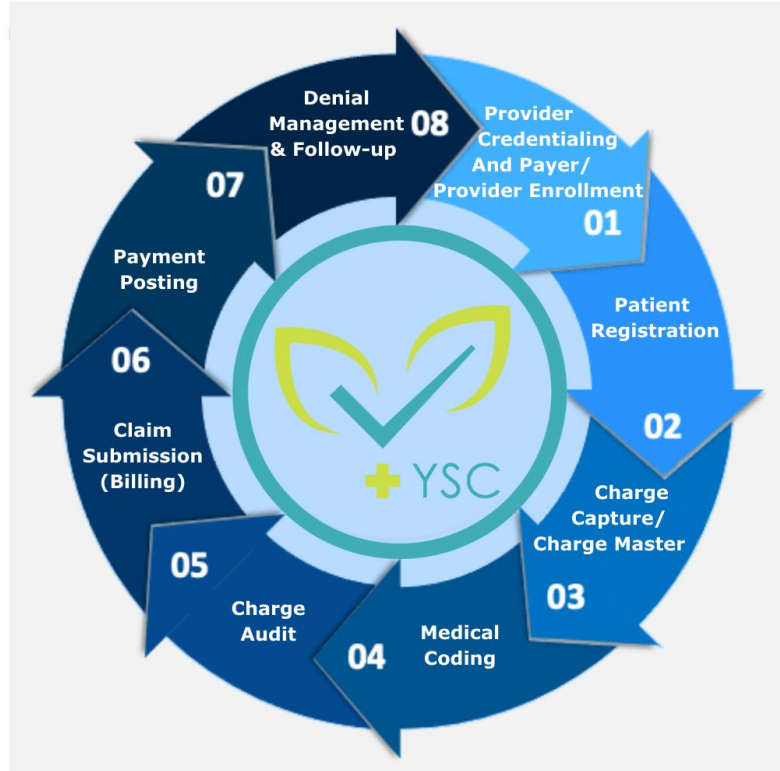
HOW TO BE AN
Inbox Ninja

REDUCE VOLUME

When you can,

UNSUBSCRIBE
[CLICK]

Set up **RULES...**

from: Blog ⟶ "Read later" folder

from: Manager ⟶ "High-importance" folder

...and ALERTS

auto-flag ⟶ Emails from external/important clients

auto-delete ⟶ When you can't (or won't) unsubscribe

Check less **OFTEN**

Zone of acceptability

Unresponsive to email ⟷ Unresponsive to anything but email

2x per **week**   2x per **day**   2x per **hour**   2x per **minute**

DON'T REPLY ALL

1 communication *could* result in 5 emails

I set up a meeting for us to discuss.

↩ Thanks!
↩ Thank you!
↩ Talk to you soon!
↩ See you there!

REDUCE COGNITIVE LOAD

Starting at the top of your inbox ensures nothing urgent is missed!

FOCUS
on newest messages

Determine your
"FOLLOW-UP" STRATEGY

Use a follow-up folder
PRO: Clear delineation of next step
CON: Out of immediate sight

or

Flag email
PRO: Specific and easy to find
CON: Clutters inbox

or

Move to "tasks"
PRO: Allows for categorization
CON: Out of immediate sight

or

Leave in your inbox
PRO: Easy to find
CON: Clutters inbox
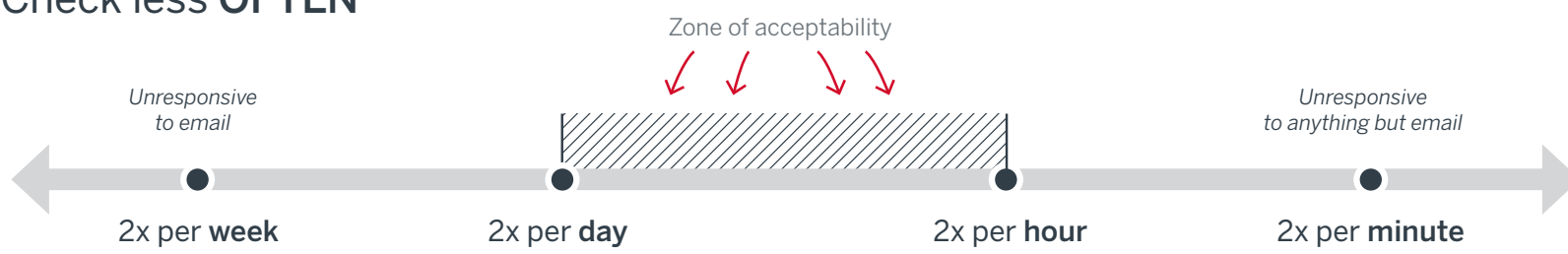
## CAPTURE ATTENTION

Know your intention *before* you hit send

How you deliver your message will help shape your recipient's response

DETERMINE:
Is your email to **INFORM** or **REQUEST**?

Recipient should **read** ⟶ Your email should **inform**

Recipient should save for **later** ⟶ Your email should **inform**

Recipient should **reply** ⟶ Your email should **request**

Recipient should **act** ⟶ Your email should **request**

LIMIT & FOLDERS USE SEARCH

TARGET YOUR
SUBJECT LINE
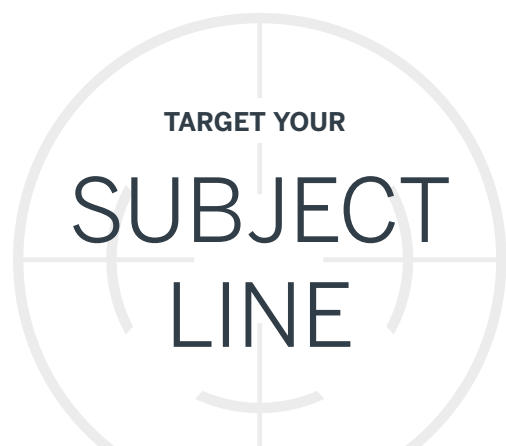
Consider the HOUR
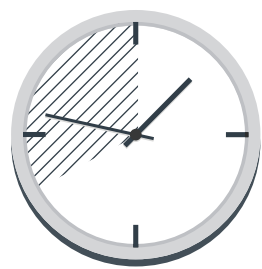
Different audiences have different prime reading hours

COMMUNICATE CLEARLY

Place your
BOTTOM
LINE
UP
FRONT

Name names
✕ team   ✕ all
✕ everyone   ✓ Mr. Ninja

AND **set times**
✕ soon   ✕ at some point
✕ when free   ✓ on the 15th

Keep your message
SHORT

ASSIGN
INFORM
REQUEST
REPLY
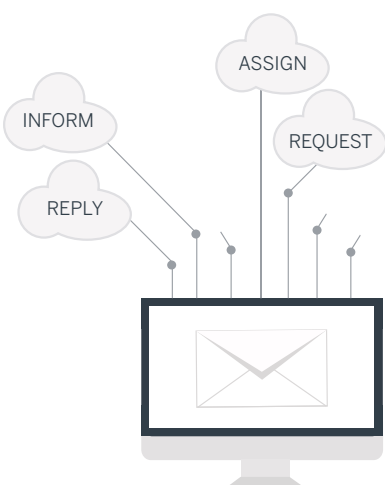
Certain types of messages are best delivered offline

Know when NOT to email

PRIVATE CONVERSATION
COMPLEX DISCUSSION
DIFFICULT MESSAGE

EMPLOY FORMATTING

Bullets ⟶ For listing tasks and instructions

Line Breaks ⟶ To create shorter paragraphs

Bold ⟶ Names and deadlines

Indent ⟶ To call attention to

Text Size ⟶ To differentiate

Hyperlink ⟶ For convenience

[DELETE]
[DELETE]