

## GOING LIVE WITH CONCUITY CLEARCONTRACTS

By Debbie Nielsen, Director, Managed Care

A hospital's revenue cycle is its lifeblood, and contracted revenue its backbone. Yet hospitals could lose millions of dollars every year because they lack the right tools to collect revenue that they are owed. With the proliferation of managed care in California, this is even more true here than in any other state in the nation.

Children's Hospital & Research Center at Oakland's solution: Concuity. Concuity is the first and only company to focus exclusively on contract revenue cycle management for the healthcare industry. They exist for one purpose—to eliminate the gaps in a hospital's revenue cycle. The Concuity system empowers healthcare organizations by providing them with the knowledge, skills and tools to identify revenue opportunities and drive collections. The result is an immediate positive impact on the bottom line.

Children's Hospital & Research Center at Oakland was one of the first hospitals to sign up with Concuity (formerly known as eHealthContracts) when it was launched in 2000. Initially, Concuity, was geared toward providing an electronic solution for managed care contract management. During the implementation of the product, however, Children's and the other participating providers began to share with Concuity staff the numerous revenue cycle issues faced by hospitals. There were no tools to correctly calculate expected contract reimbursement and to support staff in collecting those amounts. It was always a challenge to get paid for what you had contracted. Concuity

saw the need and the opportunity to help providers with this challenge. In 2003,

Concuity launched ClearContracts, a suite of products addressing the entire revenue cycle process.

Some of the modules included as part of the ClearContracts application are the Calculation Engine, Intelligence (rules engine), Revenue Recovery, Modeling,

Denial Management and Management Reporting. Currently, Children's is in the process of implementing the Revenue Recovery program for the top ten managed care payors (Phase 1), with all payors (including Medi-Cal) going live by October 1, 2004. Just in our Phase 1 implementation, we have identified potential revenue recovery in excess of the annual cost of the software. We are very excited about the potential that the Concuity system provides us to improve the revenue recovery cycle here at Children's. Give us a few months to learn the system and then we will be happy to give you a demonstration of what it can do.

We are very pleased to be working with Concuity and believe that this will be a long-term and rewarding partnership for both organizations. This is further demonstrated by the fact that their staff recently chose Children's Hospital to be the beneficiary of their community service project and they came and helped spruce up the Family House.

