

Revenue Cycle Awareness Scale



Use the following scale to assess your awareness of how or if you get paid.

- 0 = Do not know.
- 1 = Know the concept of the process, but do not know the details/results.
- 2 = Yes, know the process, details and statistics/results.

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Do you know?

- How long does it take your staff to collect your charges from the day that they are generated?
- If the proper contractual adjustments are being performed based on payer agreements?
- If your staff abides by the payment policies set by your practice and contractual payers?
- That your patients are treated with respect and dignity when staff is requesting payment for services?
- That your staff knows the NRS rules for deciding payer order when registering patient accounts?
- If refunds are audited for accuracy and performed in a timely manner?
- If your practice is taking advantage of the HIPAA administrative simplification regulations for faster reimbursement?
- What percent of your claims are paid/not paid after the first submission?
- If your staff is collecting all the monies that can be collected?

- 18-16 Well educated and well informed of your revenue cycle management.
- 17-13 Understanding of the revenue cycle is present, but need to be more informed of actionable results.
- 9-12 Lack of knowledge and inattention may be costing you revenue.
- 0-9 Education and assistance for revenue enhancement is needed.