No Charge Left Behind

# How This Health System Recovered Millions in Missing Charges, Automatically

**Curious how one health system discovered $3.7 million in otherwise "lost" revenue?** With Commure Perform's charge-note reconciliation software, this leading, mid-south regional health network automatically reconciled EHR notes with providers' charges to make sure no care–or dollars–slipped through the cracks.

## When charge capture fails, money goes down the drain.

**Dr. Sue** writes her patient notes after a long day of providing care, and quickly submits charges, unsure if she's captured everything accurately
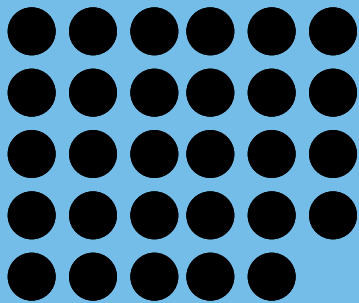
**Mark**, a biller, checks Dr. Sue's charges for accurate CPT and diagnosis codes, continually screen switching in a complex EHR interface
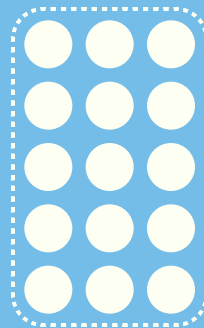
→

**1%** of net charges are lost due to charge capture leakage on average, translating into **millions for health systems each year**

## Intelligent charge capture tools recovered missing charges with ease, automatically reconciling professional charges with clinical notes

**Existing Charges**
29,383

**+**

**Uncovered Charges**
15,278

**34%** of charges uncovered

| | | |
|---|---|---|
| Linda Scott | HMO | Coded |
| Bonnie Russel | Medicare | Not Coded |
| Peggy Pattinson | Medicare | Coded |
| Mark Giudice | HDHP | Not Coded |

Charge note analysis across 25 departments over 4 months

## When "no charge is left behind," the results add up to millions

**17.7M** Total Revenue

▲

**21%** of all revenue uncovered

→ **+3.7M**

Additional revenue found