Revenue Cycle module

Answer RCM questions with high quality data and actionable insights

Practice revenue streams are shifting, and it's more important than ever to have visibility to all aspects of your revenue cycle. Patient responsibility is increasing, and payers are pursuing value-based care and alternate payment models. You control the financial workstreams that begin once the patient visit concludes and WhiteSpace Health's Revenue analytics platform gives you visibility to all areas of the revenue cycle.

From monitoring daily encounter volume and unbilled days to analyzing collections by payer, it is imperative that you rapidly identify underperforming RCM workstreams and make course corrections. If left unchecked, compliance issues may put your practice at even greater risk. You need fresh insights into your revenue cycle to keep on top of it all.

A powerful RCM analytics platform

Because WhiteSpace Health is cloud hosted, our experienced technical and data management professionals maintain the platform as well as your data warehouse. By eliminating complex IT hardware and software maintenance, your practice can focus on what it does best – provide high quality patient care.

Fresh KPI Data at your Fingertips

Key performance indicators are refreshed daily and accessible through a desktop web browser or on your mobile phone via Android and iOS apps. Quickly tap on high level trends and drill down to the claim level for root cause analysis.

Configure alerts to notify you when important thresholds are crossed, and it's easy to pinpoint specific aspects of the revenue cycle with data organized onto seven tabs.

Billing Volume

View the number of daily encounters, the total of all bills, days not final billed as well as bills and submission lag.

Claim Rejections

Investigate the reasons claims are rejected, whether they were kicked back from the clearinghouse or denied by the payer.
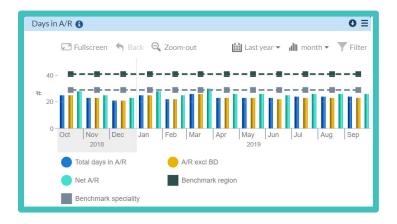

Payments

Source detailed information about charges and payments, adjustments, refunds and RVUs. Filter by provider, specialty, location, and date to unlock the power of dynamic menus.
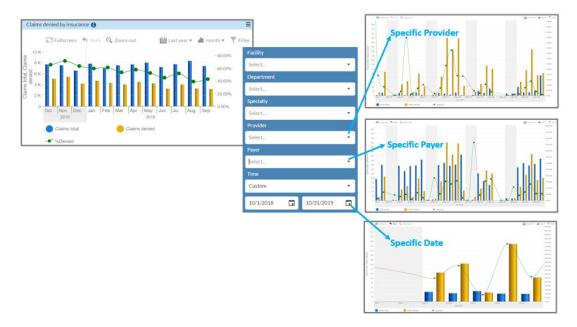
Accounts Receivable

Examine all aspects of accounts receivable, from days in A/R, rolling A/R to A/R by payer and aging of total A/R. You also have the option to include benchmarks of your choosing.
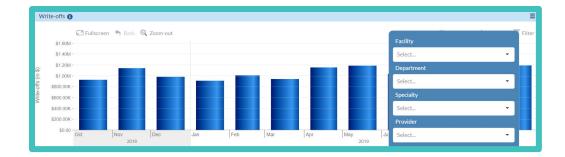

Denials

Inspect the volume and value of your denials as well as gross remittance volumes and values. Filter the data for your analysis. Your choice of benchmarking data can also be added to the denial data visualization
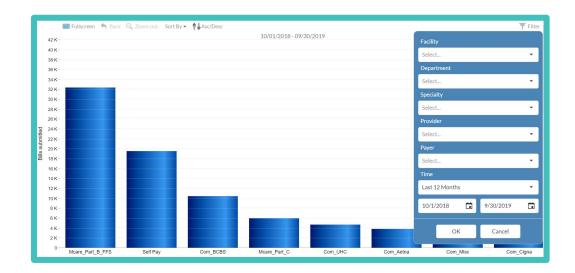

Write-Offs

Total value of write-offs can be filtered by location, specialty, provider, and date. Drill down to encounter level of detail.

Payer Analysis

Analyze claims submitted and collected from payers and compare E&M codes between new and established patients. There are several filtering options that present additional insights.

High Value Platform

All modules in the WhiteSpace Health Cloud leverage a unified data warehouse and shared infrastructure that delivers high value to your practice.

Alerts

To ensure you never miss something important, automatic alerts can be set up when metrics fall outside of established key performance indicators (KPIs). You can easily set up alert thresholds to match your RCM goals. When alerts fire, you can immediately investigate the root cause, and make rapid adjustments that return your practice to optimal performance.

Rapid implementation

Getting your new analytics solution up and running is key to achieving value. WhiteSpace Health's experts work closely with you to manage all phases of the implementation. In a matter of weeks, the team will access your data; configure the platform; and activate your instance. And, since IT resources are thin at most

practices, it's nice to know there are no ongoing IT investments or hardware upgrades.

Virtually no Training Time

Because the operations module is so intuitive, the time and expense of end user training is virtually eliminated. Most end users can familiarize themselves with the interface by tapping around on their phones or clicking in their browsers. A quick reference guide is embedded in the main menu for additional clarity.

Well Informed Decisions

Create sight lines that span your entire revenue cycle. Optimize upstream RCM processes, accelerate claims, and rapidly resolve denials with WhiteSpace Health's Revenue Cycle module. Daily data refreshes are dynamically surfaced to your device, giving you the precise information needed to keep your practice's collections on track.