

**TEAM UP Revenue Optimization Workplan**

Goals	Objectives	Activities	Due Date	Person(s) Responsible	Relevant Resources
Ensure process for billing and revenue cycle implemented with necessary adaptations for telehealth in place	<u>Common Codes for BHI –</u> <ul style="list-style-type: none"> <li>Identify and document all codes available for BH services delivered at CHC</li> <li>Collaborate with IT to ensure available codes are accessible within EMR</li> </ul>	1.			Coding Workbook
		2.			
		3.			
	<u>Monitoring PAs –</u> <ul style="list-style-type: none"> <li>Establish process for monitoring communication from payors related to PAs and disseminating to appropriate clinical staff</li> <li>Develop standard process for monitoring PAs, i.e., responsible staff, timeline for initial request, process for tracking authorized visits, feedback mechanism to BHCs</li> </ul>	1.			
		2.			
		3.			
	<u>Staff Training &amp; Implementation –</u> <ul style="list-style-type: none"> <li>Establish protocol for ensuring changes in BH coding and documentation are communicated to BHCs</li> <li>Develop materials and EMR functionality to support appropriate coding and documentation</li> </ul>	1.			
		2.			
		3.			
	<u>EMR Documentation Support –</u> <ul style="list-style-type: none"> <li>Identify areas where additional documentation would support BH billing</li> <li>Collaborate with IT to build and implement documentation templates</li> </ul>	1.			
		2.			
		3.			
	<u>Monitoring Reimbursement –</u> <ul style="list-style-type: none"> <li>Develop standard process for monitoring denials, i.e., responsible staff, schedule for monitoring, monitoring functionality, feedback mechanism to BHCs</li> </ul>	1.			
		2.			
		3.			
	<u>Monitoring Productivity –</u> <ul style="list-style-type: none"> <li>Develop standard process for monitoring productivity, i.e., responsible staff, schedule for monitoring, reporting functionality, feedback mechanism to BHCs</li> </ul>	1.			
		2.			
		3.			

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Establish and implement productivity standards to ensure BH revenue necessary to sustain model	Identify revenue targets for BH services	1.			Revenue Model
		2.			
		3.			
	Establish necessary productivity standards to reach targets	1.			
		2.			
		3.			
	Identify opportunities to expand service delivery to meet productivity standards	1.			
		2.			
		3.			
	Collaborate with clinical champions and therapeutic team to establish productivity plan	1.			
		2.			
		3.			
	Monitor and document productivity and revenue	1.			
		2.			
		3.			