**Organization**
A not-for-profit healthcare system including 29 regional healthcare facilities serving six primarily rural counties and 3,300 square miles in New York State

**Challenge**
Inefficient manual chargemaster processes prohibited the visibility required to ensure proper charging, reimbursement and compliance

**Solution**
Craneware's Chargemaster Toolkit® to automate chargemaster management and Online Reference Toolkit® to provide instant access to regulatory resources

**Results**
Achieved optimal compliance, operational efficiency and a net revenue gain of $300,000 in the first year of implementing new technology, training and best-practice business processes

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**Craneware Revenue Integrity Solutions® help a community healthcare system optimize reimbursement, reduce compliance risk and improve operational efficiency to support quality care through improved financial performance.**

In the era of healthcare reform, it is critical that hospitals collect all revenue earned, meet compliance and remain competitive in today’s market. With a service area that spans six rural counties, Glens Falls Hospital incurs millions of dollars in costs that are not reimbursed by Medicare, Medicaid and private health insurance plans. With further reductions in reimbursement expected from both government and private payors, hospitals must make sure they price, charge and code effectively and defensibly to achieve financial improvement through revenue integrity.

Faced with serious financial concerns, Glens Falls Hospital made the decision to invest in technology and process improvement to ensure optimal reimbursement, efficiency and compliance. The chargemaster is the center of the revenue cycle where the potential for error was a risk factor they couldn’t ignore. Glens Falls needed to automate the process to help prevent revenue leakage and make sure they were charging and being reimbursed properly.

After months of research, they chose Craneware’s Chargemaster Toolkit to automate their chargemaster. Packaged with Online Reference Toolkit, the software also provides instant access to clinical, coding, financial and regulatory resources. “We really liked the way the software was set up,” says Sandy Baker, chargemaster manager. “We were able to upload our own charge codes into the system, which was a big plus. And, having easy access to reference materials in one place was a top priority.”

**Collaboration between Clinical and Financial Departments Promotes Revenue Integrity**

With the movement toward revenue integrity in healthcare, collaboration between clinical and financial departments is more important than ever. “Revenue integrity is about proper pricing, charging, coding and compliance,” affirms Baker. “It involves all departments from the time the patient enters care all the way through receiving reimbursement.”

For both financial and clinical staff, the new software helped open the lines of communication aimed at achieving common goals. “The software gives clinical departments a valuable resource for reviewing their information,” says Baker. “With visibility that brings the charge process to light, they can better understand their role in ensuring the financial health of the organization.”

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Chargemaster Manager
Glens Falls Hospital
Teamwork supports the most efficient use of the software to meet regulatory requirements, manage audits and avoid financial penalties. “When audit requests are received, we work together to prepare and provide documentation that follows the patient through the entire visit,” notes Baker. “The software streamlines workflow and provides an excellent audit trail. We can easily see changes to the chargemaster — who did what, when it was done, and why.”

One of the most significant benefits for Baker and her staff is preparing for the annual CMS deadline for entering code changes. “The software makes the process easy. It identifies the proper codes for us so we’re ready by the first of January,” she says. “We’ve greatly increased efficiency and reduced compliance risk.”

In addition, the software supports defensible, competitive pricing through immediate access to data for reporting and analysis. According to Baker, the process was extremely labor-intensive and time-consuming in the past. “I’m constantly looking for ways to improve performance and the competitive position of the organization,” she adds. “The software makes reporting and analysis much more efficient.”

With Chargemaster Toolkit, Glens Falls quickly realized improvements in both financial and operational performance. In the first few months, they achieved significant efficiency gains through standardizing charge and pricing processes. Craneware contributed to that achievement, providing the combined benefits of technology, training and new business processes.

**Craneware Professional Services Provides Training and Best Practices for Financial Success**

Ensuring successful outcomes requires more than installing new technology. Once the software was in place, Craneware Professional Services provided a best-practice approach to maintaining the chargemaster. “Professional Services did an exceptional job training staff during implementation and helped to identify revenue opportunities,” says Baker. “We’re using their recommendations for chargemaster management as an actionable work plan going forward.”

As a part of that plan, Glens Falls established a structure for achieving optimal revenue integrity, including a multidisciplinary team with representatives from various departments – chargemaster, patient access, HIM and patient billing. As they continually mine for missed reimbursement, the software is an invaluable resource for ensuring proper charge capture.

Glens Falls recognizes the importance of support services to ensure optimal ongoing use of the software. They believe Craneware’s unsurpassed customer service and the outstanding education provided by Professional Services are keys to achieving an immediate return on investment.

Baker and her team also rely on the Craneware Performance Center, a single access point to all Craneware industry and software training and certification. “The Performance Center is a great educational tool with various types of training to match individual learning styles.”

For Glens Falls, investing in revenue integrity solutions reflects a commitment to providing the latest healthcare technologies and services to their community. Their local people depend on them for quality care. With new technology and best practices in place, they have the ability to achieve financial success through revenue integrity, making it possible to expand services and charity care for their community.

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**About Craneware**

Craneware (AIM: CRW.L) is the leader in automated revenue integrity solutions that improve financial performance for healthcare organizations. Craneware’s market-driven, SaaS solutions help hospitals and other healthcare providers more effectively price, charge, code and retain earned revenue for patient care services and supplies. This optimizes reimbursement, increases operational efficiency and minimizes compliance risk. By partnering with Craneware, clients achieve the visibility required to identify, address and prevent revenue leakage.

To learn more, visit craneware.com and thevaluecycle.com.