The Problem

For patients and hospitals alike, patient charge estimates based on sampling from random bills is no longer adequate. While an explanation of charges after the encounter sufficed in the past, today’s patients expect accurate, up-front pre-service estimates. This demand for transparency is changing the way hospitals operate. Consumer-directed health plans and new regulations are pushing hospitals to implement defensible, consistent processes for generating charge estimates.

To safeguard cash flow, compliance, and patient satisfaction, the new standard for successful hospitals is up-front estimates that are accessible, consistent across the organization and based on your facility’s historical claims data – all improving operational efficiency.

Hospitals need a powerful, efficient solution with authoritative information that can support the organization’s strategic direction.

The Solution: Patient Charge Estimator

Craneware’s Patient Charge Estimator simplifies the process of providing estimates for inpatient and outpatient services. Using narrative information that the requestor provides, hospitals can create estimates in minutes. Data becomes easily accessible to staff for serving patients’ needs for accurate information and enhancing hospital financial performance. The result is increased operational efficiency with improved upfront collections, reduced bad debt, and more defensible and transparent pricing.

A simple, powerful solution

The software returns immediate results in response to charge estimate inquiries based on your hospital’s historical claims data and chargemaster files.

With Patient Charge Estimator, everyone benefits:

• **Your staff** uses a dramatically streamlined, less labor-intensive process to generate reasonable estimates that are consistent across the organization and based on your facility’s historical claims data - all improving operational efficiency.

• **Your patients** receive higher levels of service that build loyalty and contribute to a positive patient experience.

• **Your organization** has a better infrastructure to support point-of-service collections, reduce bad debt, enhance regulatory compliance, and improve relationships with patients.

How It Works

Patient Charge Estimator lets staff respond quickly to guarantors, patients, and clinicians who request estimates for inpatient and outpatient procedures – even if staff does not know the proper codes. Estimates are based on
your own facility’s detailed claims and chargemaster data. The tool puts the data for your hospital’s most common procedures directly at your fingertips. When a charge estimate is requested, staff can either enter a specific procedure code or a description of the service. For example, staff can type “laparoscopic removal of gall bladder” into the system, which will then provide the relevant codes needed to generate an estimate. The software translates this information and eliminates the need to search for specific claims.

Data can also be filtered by CPT® and HCPCS codes, ICD-9 procedure and diagnosis codes and other variables. The software performs searches for ICD-9 diagnosis codes. The search can be grouped with the other procedure code searches, such as ICD-9 procedure codes, HCPCS, CPT, DRG and MSDRG.

From within the application, staff can fax, email, or print and mail correspondence directly to the requestor. Letters containing charge estimates are available in English or Spanish and may be customized to your specific facility. You can even produce estimates for specialty services, including professional fees.

What’s more, Craneware’s simple-to-use wizards eliminate the need for costly, complicated interfaces. This functionality minimizes the impact on your information systems support staff.

**Patient Charge Estimator Implementation Services**

The Craneware Professional Services team helps health care organizations develop policies, procedures and design processes that improve up-front collections and quickly achieve accurate patient estimates using Patient Charge Estimator software. Implementations are designed to assist your organization in generating an immediate return on investment through use of the software, while establishing an effective sustainable business process for ongoing success. Additional benefits from engaging Craneware Professional Services for implementation include: software set up, on-site training, scripts for discussing estimates with patients and the development of document variations for patient estimate letters.

**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.

CPT® is a registered trademark of the American Medical Association.

**Chargemaster Toolkit®** is ranked No.1 in the Revenue Cycle – Chargemaster Management market category for the tenth year in a row (2006 – 2015/2016.)

"2015/2016 Best in KLAS Awards: Software & Services" report, published January 2016. Data © 2016 KLAS Enterprises, LLC. All rights reserved. All rights reserved. www.KLASresearch.com

*Healthcare Financial Management Association staff and volunteers determined that Craneware’s Chargemaster Toolkit®, Chargemaster Corporate Toolkit®, Bill Analyzer, Online Reference Toolkit®, and Interface Scripting Module have met specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guarantee the use of these products.

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