



Comprehensive RCM:

Revenue that works as
hard as your care team

End-to-end revenue cycle management
services designed for home health
and hospice





Our revenue cycle management (RCM) services are designed to enhance and streamline processes for home health and hospice agencies to support financial sustainability and operational efficiency.

Trusting a dedicated, experienced RCM team can:

- > Optimize reimbursement and maximize cash flow
- > Reduce risk of denials and write-offs
- > Produce consistent billing and coding output
- > Handle problem payors, regulatory updates, and Medicare Advantage plans



Where care meets cash flow

Eligibility and authorization management

Through a dynamic, multitouch process, we help ensure accurate payor verification, complete benefit information and up-to-date authorizations.

Billing

We have the knowledge, training, and experience to process claims, helping improve accuracy and efficiency and reduce billing challenges.

Cash posting and reconciliation

Our team specializes in resolving unallocated payments using deposit logs reconciling with bank statements, supporting efficient month-end closing.

AR recovery

Our team reviews and resubmits challenging claims, while tracking progress and appeal statuses so you can see how our work impacts your bottom line.



Clinical clarity that gets claims paid

ADR assistance

Our experts handle claim research, prepare documentation, support timely submission, and manage the full process until the issue is resolved.

- > We dive deep into the claim to uncover the root cause of the ADR, reviewing clinical documentation and coding to help support full compliance
- > We meet strict CMS deadlines to help avoid penalties
- > We provide regular updates to help keep you from being left in the dark

Looking for extra support? Our ADR Assistance and Chart Review service thoroughly examines the patient's medical record to help spot gaps in documentation, resolve inconsistencies, and clarify any details with the payor. This proactive approach supports improved compliance and claim outcomes.

A woman with dark hair is looking down at a laptop screen, her hand resting on her chin. The background is a blurred office setting.

Accuracy that protects your revenue

Coding

Our team of coders (all ICD-10 coding certified) helps optimize reimbursement and outcomes, while minimizing the risk of fraud and payor discounts, and supporting improved compliance with CMS and PDGM requirements.

Clinical documentation review

Using OASIS and HOPE guidance from CMS, we help ensure accurate OASIS and HOPE responses, supporting a true and accurate picture of the patient to help reduce your agency's risk of errors while also maximizing reimbursement for home health.

Chart audits

Our chart audit services complement internal QA programs by offering valuable insight into opportunities for improvement. Whether it be a TPE audit, site visit, or supporting your QAPI program, our chart audit services get it done externally, in a timely manner, and without the need for additional staff.



Quality and performance to support better outcomes

Quality Assurance and Performance Improvement

MatrixCare's comprehensive Quality Assurance and Performance Improvement (QAPI) program aims to support efforts to enhance agency performance and improve compliance through actionable insights into critical areas. Our QAPI program helps agencies:

- > **Engage** clinicians from all disciplines in performance improvement efforts
- > **Comply** with Medicare Conditions of Participation
- > **Enhance** patient safety and overall quality of care
- > **Facilitate** the development of effective strategies for value-based purchasing
- > **Leverage** other services including quality training, survey, and OASIS review

Training and consulting

Ongoing clinical training on a range of topics can help agencies avoid trouble with claims, denials, coding inaccuracies, and more. Continuing education around these topics can help improve your bottom line and enhance quality care.

Contact our experts at **866.469.3766** or visit **matrixcare.com**
to see how our RCM services help improve performance and minimize risk.