

Generating Accurate Revenue

BUSINESS CHALLENGE

A 100-unit senior community was underperforming on forecasted revenue and needed a way to improve their outlook – and quickly!

OUR SOLUTION

We conducted a spot analysis of 16 chart reviews and discovered immediate areas of revenue opportunity, including \$6,700/month in missed revenue. The full census audit projected \$321,000 in annualized revenue missed.



KEY RESULTS

- ✓ Projected \$321,000 in annual missed revenue
- ✓ Assisted Executive Director and Director of Nursing in aligning service plans to resident care delivered
- ✓ Enhanced process for service coding to enable accurate resident billing
- ✓ Informed and updated families and residents of new monthly billing amount