

FQHCs have unique challenges in today's revenue cycle. Granite GRC can help optimize processes to meet those challenges.

By reviewing the revenue cycle process, Granite GRC will help identify areas of opportunity within the revenue cycle process. Lack of resources and limited funding have put a strain on the day-to-day operations of the FQHC. By identifying gaps within the revenue cycle process, from registration through patient collections, GGRC can help improve the efficiency and effectiveness of the FQHC recapture.



“With lack of resources and limited funding plaguing the existence of the FQHC in today’s health care environment, understanding key pieces of the revenue cycle is important to the ongoing survival of the health system. Ongoing changes in Medicaid coverage and federal grant approvals present unique challenges to the FQHC, and understanding this process and how it fits into the revenue cycle is key to future operations and existence of the FQHC.”

from Crystal Stalter,
Director of Revenue Cycle Assessment
and Compliance

Addressing Needs and Challenges

Granite GRCs team of professionals can help meet the revenue cycle challenges unique to the FQHC. Working with the FQHC team, GGRC will optimize processes and procedures to ensure compliance with the regulations unique to this place of service.

- **Registration:** The most important piece of the revenue cycle is the complete and appropriate capture of initiating the patient’s demographics and insurance information.
- **Insurance Eligibility Checks:** Once the insurance has been identified, understanding the patient’s benefits prior to services ensures proper reimbursement for the FQHC and peace of mind for the patient about upcoming charges.

Addressing Needs and Challenges *(cont.)*

- **Documentation and Coding:** Documentation must support the appropriate coding, and coding must be accurately performed to capture and hold proper reimbursement. A thorough look at this process ensures that payor rules are being followed.
- **Charges:** Timely charge entry is integral to timely reimbursement, as well as preventing denials due to untimely filing.
- **Claims Review:** Ensuring that clean claims go out the door the first time is essential in today's revenue cycle.
- **Timely Submission:** This can only be accomplished through timely charge entry and claims review. Identifying any blockers to this process is key in understanding your revenue cycle practice.
- **Collections:** Identifying proper reimbursement is key to the ongoing existence of the FHQC. Review of payment contracts from payers is essential, as well as ensuring patient copays and deductibles as well as personal payments are collected in a timely manner.

Meet the Federally Qualified Health Centers Team Lead



Crystal Stalter, CPC, CCS-P, CDIP, CCDS-O

Director of Revenue Cycle Assessment and Compliance

Author, speaker, and Director of Revenue Cycle and Compliance, Crystal Stalter is nationally recognized as an authority in healthcare best practices, medical coding, clinical documentation, natural language processes and artificial intelligence (AI). She brings 20 years of experience in revenue cycle management, compliance, practice management, strategy, training, coding operations, communications, data analysis and more, providing superior guidance and helping healthcare professionals achieve excellence in facility management and patient care.