

# Charge Capture Expert Services

*Industry-expert guidance for improvement in revenue integrity*



The Health Catalyst's Charge Capture Expert Services facilitate a data- and industry-informed approach to understanding and realizing your organization's best opportunities to improve charge capture and increase revenue. Leveraging the VitalIntegrity™ application and partnering with your staff and leaders, our team offers flexible arrangements that may include support and mentoring from VitalIntegrity super users or consulting on the specific structures, opportunities, and interventions that can best address your charge-capture needs.



## Intended Users

- Chief financial officer
- VP of revenue integrity
- Director of revenue integrity
- Revenue integrity analyst
- Charge capture analyst

## Success stories

For examples of how customers have used Health Catalyst products and services to improve outcomes, see our [success stories at healthcatalyst.com](https://healthcatalyst.com/success-stories)

## Contact us

For more information on how Health Catalyst products and services can help your organization, please contact us:

- Reach out to your sales representative
- Call us at (855) 309-6800
- Email us at [info@healthcatalyst.com](mailto:info@healthcatalyst.com)

## The problem

Even with the robust support of the VitalIntegrity software and implementation team, many hospital systems seek additional expertise to optimize charge capture by addressing challenges such as:

- Need for next-step support: Organizations struggle to move from data findings to interventions that truly transform outcomes.
- Lack of foundational processes and structures: Systems need reliable ways to diffuse best practices and accelerate improved outcomes.
- Limited access to industry-wide lessons learned: Learning from systems facing similar challenges in revenue integrity can accelerate progress toward organizational priorities.
- Inadequate resources to maximize value: Organizations may lack staff to review batches, summarize financial analytics, audit bills, adapt rules, and manage other activities that make the most of VitalIntegrity insights.

## Our approach

With deep experience in healthcare finance and revenue cycle management, our team partners with you to maximize the value of your investment in VitalIntegrity and to devise and guide interventions for short-and long-term improvement in revenue capture.

## Benefits and features

Organizations receiving Charge Capture Expert Services **benefit from our team's long experience in the industry, analytic acumen and efficiency, and firm commitment to your success—all available in a flexible partnership** . An engagement can include one or more types of support in an arrangement that fits your needs:

- **Side-by-side assistance and training:** Embedding with your team as VitalIntegrity™ “super users”, we help maximize the value of the technology—and boost your organization's capability for finding, understanding, and prioritizing charge capture issues.
- **Guidance for best-practice structures and interventions:** Drawing on our understanding of the industry and the successes of peer organizations, we partner with your leaders to identify processes and practices that will allow you to successfully address known gaps and adapt to regulatory and market changes.
- **Change implementation:** Our team can provide in-the-trenches support for changing charge-capture processes or structures, training up your staff, or fast-tracking adjustments needed to respond to new issues or regulations.
- **Scalable support:** You can access Charge Capture Expert Services in a way that best matches your resources and readiness. Organizations can choose a time-bound engagement or may prefer to have our team members serve as adjuncts to the charge-capture team.

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This document provides an overview of the technology that is offered by Health Catalyst. We are continuously improving our Technology and reserve the right to make changes in the features shown herein or to discontinue any technology at any time without notice or obligation. Some technology may not be available for deployment based on product status or because it was not included in your Order Forms.