



Chargemaster Best Practices

CAH Conference 2025

Disclaimer

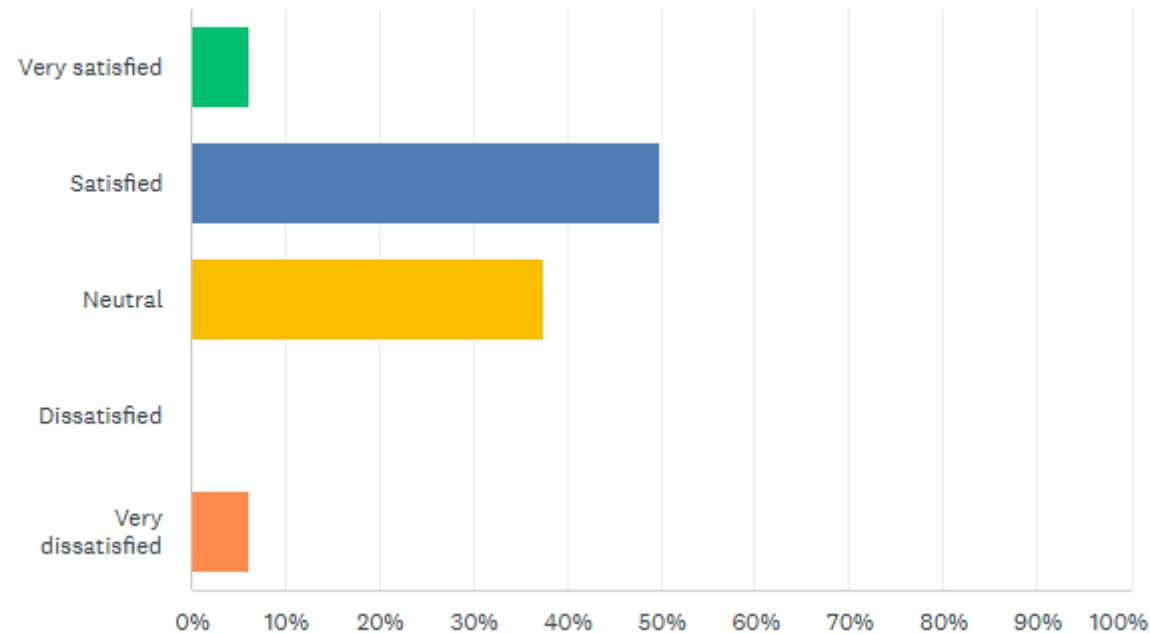


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Survey Result



How satisfied are you with the current Chargemaster practices at your facility?



Navigating the Chargemaster Seas



Understanding the chargemaster is like steering a ship

- **Every detail counts in both navigation and chargemaster management**
- **Prepare for storms: anticipate challenges in chargemaster processes**
- **Collaboration is key to smooth sailing in healthcare revenue**
- **A well-structured chargemaster prevents navigational errors**

Icebergs – Common Obstacles in Chargemaster Management



Payors – Change and Inconsistency

Does Medicare Advantage follow Medicare rules or not?

System Limitations

No Workplan and/or Time/Workforce Limitations

Silo effect – Revenue and Clinical Teams “Gap”

The chargemaster has no master

Survey Result Pain Points?



Pharmacy Updates



Staff Resources



Supplies – to bundle or not to bundle? How to ensure pricing keeps up with constant supply increases



Keeping it up-to-date/clean – Specifically with charges no longer utilized



What to charge



How to build certain procedures



Revenue Codes

Discussion Time



[Info] *[Reveal*]*

Welcome! Select a time and click Start.

0 hr ▾ 10 min ▾ 0 sec ▾

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Play sound when timer ends

Start Timer Light Theme ▾

No Captain or Captain Jack?



Muddy Water – Payor Complications

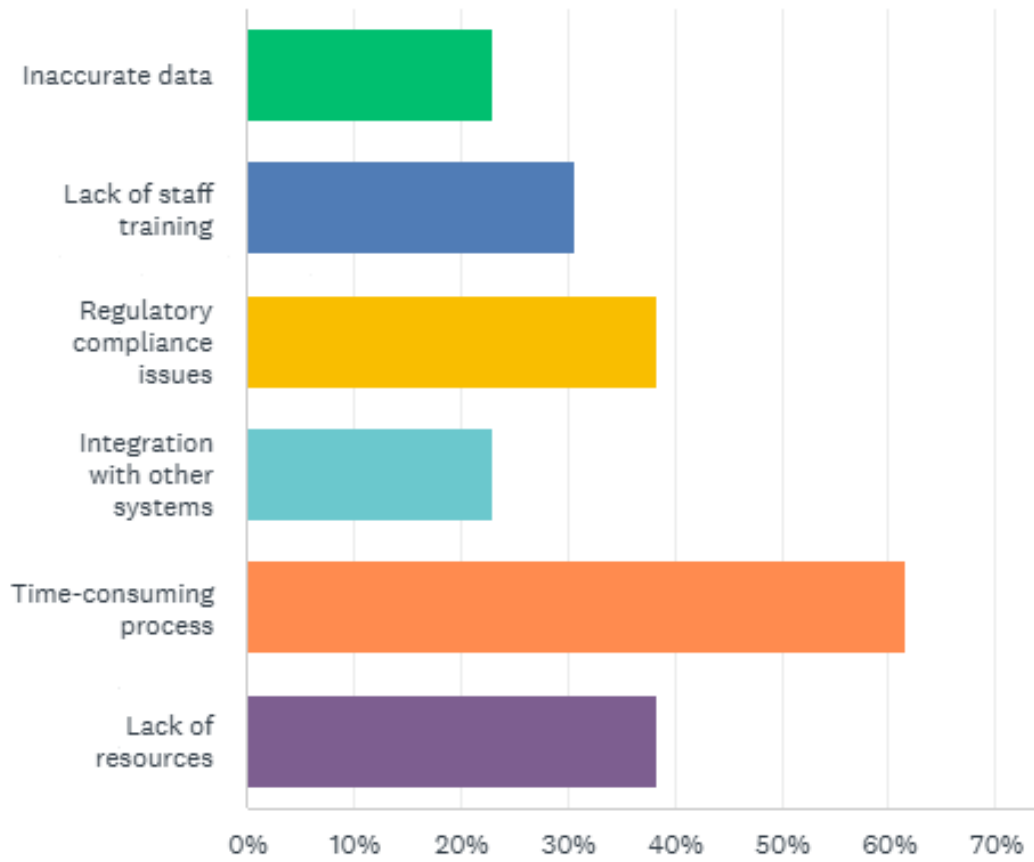
(are those crocodiles?)



- **Anesthesia Pro Fees**
 - OB Epidural
- **ER Facility Levels**
 - Payor downcoding
- **Critical Care**
 - BCBS does not recognize for facility
- **Venipuncture**
- **Contract restrictions on price increases**



Survey Results



Issues encountered with Chargemaster Updates

Life Preservers – Chargemaster Savers

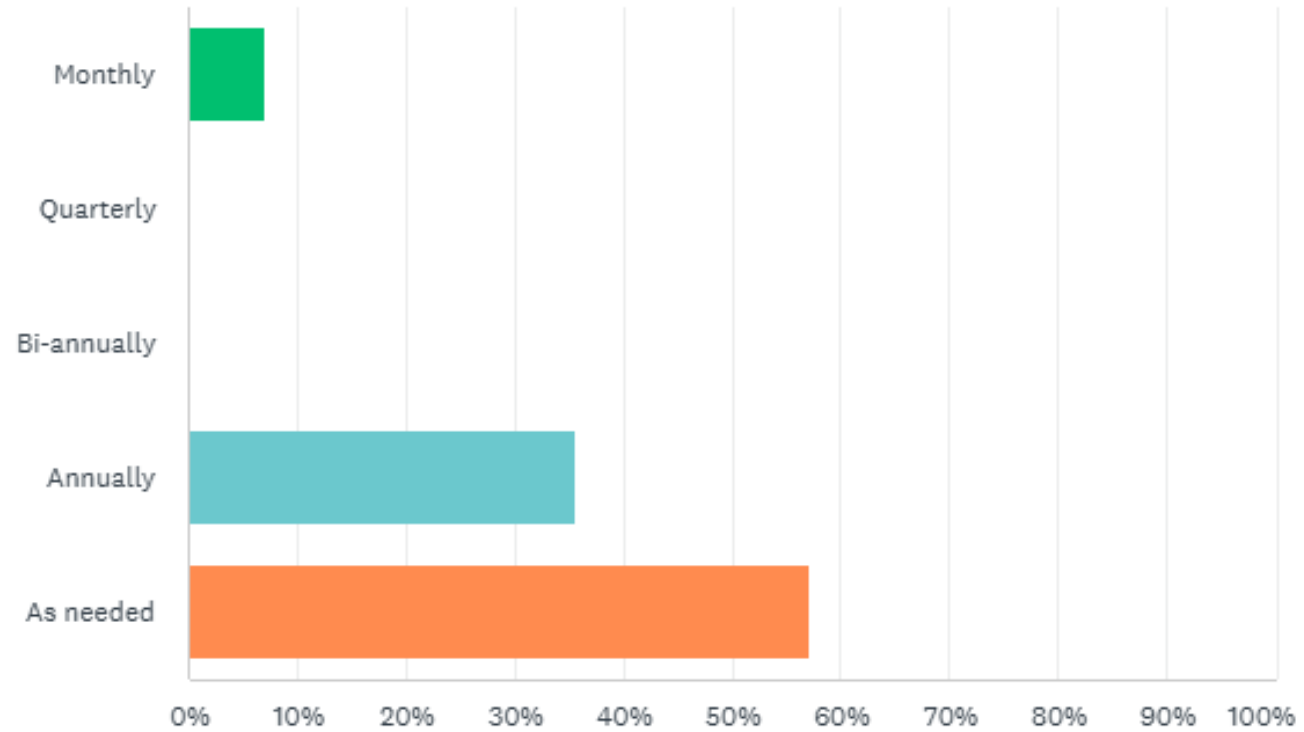


- **Committee**
- **Regular meetings – Agenda**
- **Work Plan**
- **Communication**
- **Embrace the Grey but have a Black and White Plan**
- **Regular Reviews**

Survey Results



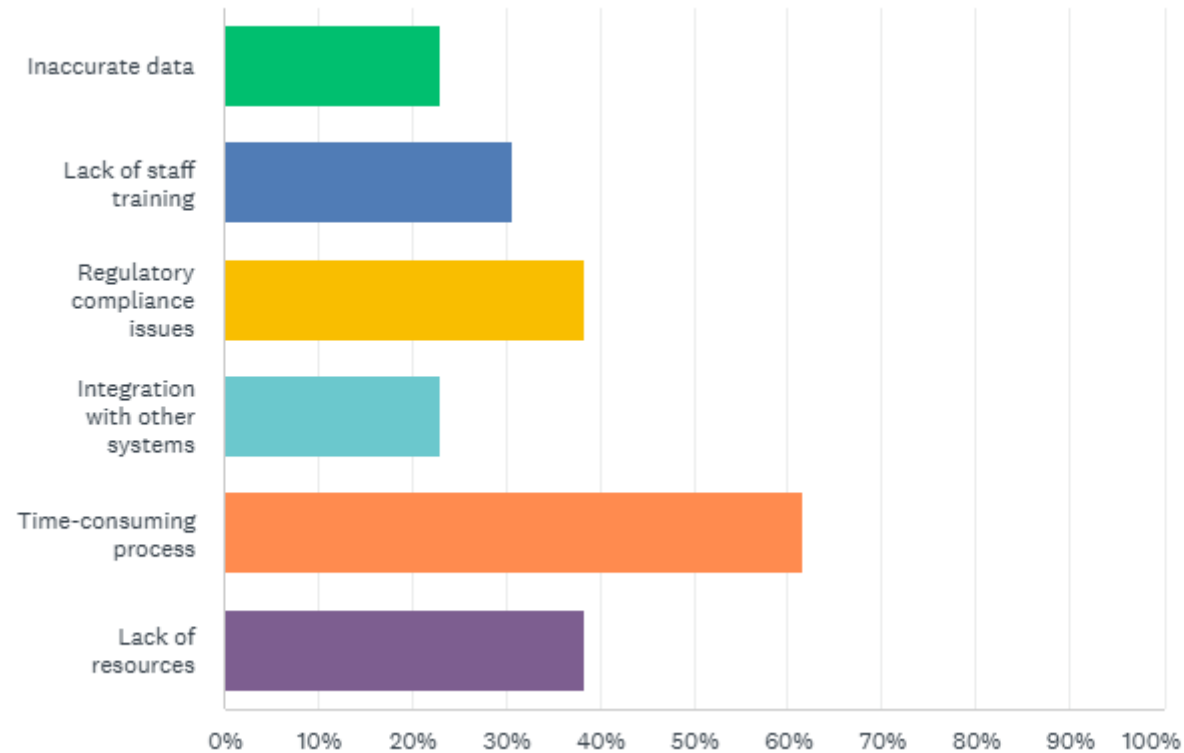
Updates?



Survey Results



Issues encountered with Chargemaster Updates



Topics for Discussion - Survey



Chargemaster Reviews

Who does them?
What do you look at?
How often do you do them?



Tips or Tricks for Charge Updates

Specifically in Cerner



Resources

Treasure - Opportunities



- **Charge increase opportunities to align with market and peer**
- **Review of supply and pharmacy mark-ups often result in increase**
- **Review of reimbursement leads to understanding of payment methods which leads to charge improvement**
- **Options for increased revenue that don't increase overall charges – keeping payors happy**
- **Missed Charges**
- **Documentation improvement opportunities = Revenue improvement opportunities**
- **Compliance (aka Stay Out of Jail)**