

# COST REPORTING

## PRODUCT OVERVIEW

## COST PER SERVICE REPORTING

### BENEFITS

**BID MORE EFFECTIVELY ON CONTRACTS**

**IDENTIFY PROGRAMS THAT ARE LOSING MONEY**

**TRACK PROVIDER PROFITABILITY**

**ELIMINATE COMPLEX SPREADSHEETS**

**REPORT COSTS PER SERVICE RENDERED**

**IDENTIFY MONEY-LOSING SERVICES**

**INTERFACE WITH YOUR CLINICAL BILLING SYSTEM**

### SPECIAL FEATURES

- Import Service Statistics from your Clinical Billing System
- Cross Reference your Vendors and Employees with Provider Numbers
- Easy to use Audit Trails for footing dollars and counts

Behavioral and Mental Health Organizations around the country are involved in implementing some type of cost-per-service reporting. Gone are the days of Grant-In-Aid checks now replaced with state required fees-for-service schedules. Those agencies that track and report on their cost of delivering services by program and provider will thrive in the coming years.

Quantum's Statistics Module incorporates the concept of "services" into the financial picture. With this module users can enter (or interface) their clinical service utilization statistics and quickly produce financial and provider reports that show the cost per service rendered.

Adobe Acrobat Standard - [Sample Cost Report.pdf]

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PROVIDER COST REPORT BY DEPARTMENT

FOR THE PERIOD 12/01/2004 TO 12/31/2004  
FOR ALL EMPLOYEES  
SERVICE: 103 DIAG/FUNCTION ASSESS

| EMPLOYEE                 | DEPT | PROVIDER | SALARY   | SERVICES | COST/SERVICE |
|--------------------------|------|----------|----------|----------|--------------|
| 2221 BARBER, FRANK       | 1103 | 2221     | 255.29   | 92       | 2.77         |
| DEPARTMENT TOTALS        |      |          | 255.29   | 92       | 2.77         |
| 2212 HARRIS, SCOTT       | 2103 | 2212     | 57.09    | 20       | 2.85         |
| 2251 KNORR, MARTHA LYNN  | 2103 | 2251     | 53.41    | 7        | 7.63         |
| 2255 BARBER, JEFFREY LEE | 2103 | 2255     | 39.08    | 12       | 3.26         |
| 6211 THOMPSON, SUB       | 2103 | 4211     | 246.81   | 60       | 4.11         |
| DEPARTMENT TOTALS        |      |          | 396.39   | 99       | 4.00         |
| 2134 CARSON, TONY        | 4103 | 2134     | 204.17   | 24       | 8.51         |
| DEPARTMENT TOTALS        |      |          | 204.17   | 24       | 8.51         |
| 2055 PROCTOR, DEBRA T.   | 5103 | 2055     | 15.93    | 9        | 1.77         |
| 2109 HOWELL, BETSY       | 5103 | 2109     | 248.98   | 56       | 4.45         |
| 2249 COWELL, STEWART D.  | 5103 | 2249     | 201.88   | 54       | 3.74         |
| DEPARTMENT TOTALS        |      |          | 466.79   | 119      | 3.92         |
| 2035 BENSON, FLOYD T.    | 6103 | 2035     | 389.51   | 53       | 7.35         |
| 2055 PROCTOR, DEBRA T.   | 6103 | 2055     | 11.05    | 58       | 1.19         |
| 2039 GARNER, BARK        | 6103 | 2039     | 52.28    | 66       | 7.9          |
| 2289 SCUBERT, CARL       | 6103 | 2289     | 398.67   | 56       | 7.12         |
| DEPARTMENT TOTALS        |      |          | 851.51   | 233      | 3.65         |
| GRAND TOTALS             |      |          | 2,174.15 | 567      | 3.83         |

8.5 x 11 in 1 of 1

## SERVICE UTILIZATION STATISTICS

The easiest way for this feature of Quantum to work is to setup an interface with your clinical billing system. Geneva has worked with several customers to stream

the service utilization statistics from Uni/Care to the Quantum Statistics module. This is much more efficient than having to enter those counts by hand each month.

This process also ensures that the counts are accurate and match your provider productivity records in your clinical billing system.

**STATISTICS**

The Statistics module tracks counts of various services by program, location, department, cost center, etc. Each service will have a Statistics Account number similar in construct and design as the General Ledger chart of account number. Geneva can develop and deploy an interface program,

| Service | Loc  | Service Date | Description          | Total Units | Provider |
|---------|------|--------------|----------------------|-------------|----------|
| 152     | 1152 | 08/25/04     | PSYCHOSOCIAL REHAB   | 5           | 2108     |
| 152     | 1152 | 10/22/04     | PSYCHOSOCIAL REHAB   | 5           | 2108     |
| 122     | 2122 | 08/04/04     | PHYSICIAN ASSMT/CARE | 1           | 1002     |
| 103     | 2103 | 08/30/04     | DIAG/FUNCTION ASSESS | 4           | 4211     |
| 133     | 2133 | 07/12/04     | COMM SUPPORT INDIVL  | 2           | 6115     |
| 133     | 2133 | 11/10/04     | COMM SUPPORT INDIVL  | 1           | 6115     |
| 123     | 2123 | 08/30/04     | NURSING ASSMT/SERV   | 1           | 2083     |
| 123     | 2123 | 11/05/04     | NURSING ASSMT/SERV   | 1           | 2083     |
| 123     | 2123 | 11/22/04     | NURSING ASSMT/SERV   | 1           | 2245     |
| 122     | 2122 | 08/30/04     | PHYSICIAN ASSMT/CARE | 2           | 1002     |
| 122     | 2122 | 11/12/04     | PHYSICIAN ASSMT/CARE | 3           | 1002     |
| 122     | 2122 | 11/05/04     | PHYSICIAN ASSMT/CARE | 2           | 1002     |
| 122     | 2122 | 12/17/04     | PHYSICIAN ASSMT/CARE | 2           | 2050     |
| 122     | 2122 | 11/22/04     | PHYSICIAN ASSMT/CARE | 2           | 1002     |
| 124     | 2124 | 12/17/04     | MEDICATION ADMIN     | 1           | 2083     |
| 103     | 2103 | 08/23/04     | DIAG/FUNCTION ASSESS | 3           | 4211     |
| 133     | 2133 | 10/14/04     | COMM SUPPORT INDIVL  | 1           | 6115     |
| 133     | 2133 | 09/02/04     | COMM SUPPORT INDIVL  | 4           | 6115     |
| 133     | 2133 | 09/07/04     | COMM SUPPORT INDIVL  | 1           | 6115     |
| 133     | 2133 | 12/29/04     | COMM SUPPORT INDIVL  | 3           | 6115     |
| 133     | 2133 | 08/16/04     | COMM SUPPORT INDIVL  | 4           | 6115     |

“The process of how mental health providers are reimbursed is changing so fast that this aspect of their financial system is going to prove absolutely critical in the coming years.”

Tom Vincent, President  
Geneva Software

with the cooperation of your clinical billing software vendor, for you to preview and import counts into the Quantum Statistics module. These counts will show the program, cost center, provider number and type of service it was. Users import these statistics each month as part of their normal monthly close-out procedure and then produce the Provider Cost Reports upon demand.



**PROVIDER RECORDS**

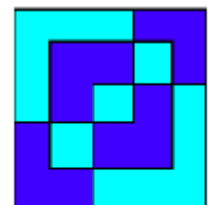
Chances are you are using a different set of Provider ID numbers in your clinical billing system than you have them defined with in your financial accounting system. It is also common to pay some providers through payroll while others are reimbursed through accounts payable.

Geneva has added a Provider Number field to both the Quantum Employee Master record and the Quantum

Vendor Master record. This way your existing employee and vendor records can be cross-referenced with the provider numbers in your clinical billing system.

Quantum also provides a Provider Listing that will show you “who” is cross referenced between the two as well as a list of imported Statistics records that do not have a provider defined in Quantum yet. The Provider Cost reports use the Payroll Distribu-

tion to GL and Accounts Payable Distribution to GL tables to retrieve the dollar figure for reimbursing the providers. This figure should be allocated to the several programs the providers delivered services in. The reports simply retrieve the Statistics counts for each provider by program and divide them by the cost figure yielding a Cost-Per-Service rendered amount.



**Ogeechee Behavioral MH**

Ogeechee Behavioral Health Services interfaces their Uni/Care Provider Service information straight to Quantum’s Statistics tables.

**ALLOCATING PROVIDER PAY**

The Provider Cost figures will be accurate and useful if, and only if, the provider pay is allocated properly across the correct programs.

Some agencies use Quantum's Allocation tables. These tables get updated periodically to reflect which programs receive which percentage. This can be a very time consuming process. Most of our clients have implemented an accurate

employee or vendor allocation routine so as to record these expense figures in the appropriate programs.

Centerstone (Nashville, TN), one of the largest mental and behavioral healthcare organizations in the country, had a problem that is not entirely unique to their agency. Because of the timing of their employee paperwork they do not always know "where" their providers worked at the

moment the payroll is performed. Geneva solved this problem by importing Provider time information from their Qualifacts system and "ReAllocated" the posted payroll distributions. This means Centerstone does not need to use Allocation tables. Their provider allocation records are completely accurate to the minute each provider worked delivering services in each program.

**FINANCIAL COST REPORTS**

Quantum's Financial Statement Layouts can also incorporate Statistical counts. This way you can produce a Profit and Loss Statement with the number of Services provided and a Cost/Profit per Service Rendered. Some agencies may wish to incorporate these figures into their monthly program expenditure reports that are delivered to their program managers.

The Statistics module is integrated with the General Ledger financial reporting system. It is very important that the Service Utilization statistics are accurate in order for these reports to produce meaningful information.

- SERVICES CAN INCLUDE:**
- Diagnostic / Function Assessments
  - Medication Administration
  - Physician Assessments/Care
  - Group Training
  - PsychoSocial Rehabilitation
  - Adult Peer Support
  - Family Training
  - Per-Patient-Days
  - Out of Clinic Crisis
  - Nursing Assessment/Service
  - Community Support Individual

**Consulting Available**

Geneva is able to deliver consulting services to help each client implement a meaningful cost-per-service reporting system. Some organizations have incorporated the service codes in their G/L account structure. Some have not but would like to see reports that report on cost-per-service rendered beyond the program level. Each site presents unique challenges with interfaces from their clinical billing systems to producing the types of reports that are useful to that organization.

This aspect of financial analysis is complex and we have found it helpful to engage our clients in consulting time. We can help them step through each part of this process and help verify the results.



**Demonstrations of Quantum can be delivered through webex at your convenience**

**QUANTUM REPORTS**

The Statistics module also provides a Provider Statistics List that allows you to print a list of services for any range of dates delivered by all or a single provider. The Statistics Analysis report shows services, by their account number, the date, the count and the provider who delivered the service. Other reports include lists of account numbers, provider listings, preview lists, and more.

For more information contact Geneva at 1 (888) 747-4077 or [tvincen@genevasoftware.com](mailto:tvincen@genevasoftware.com)