

Clinic Billing Process Flow Diagram

Time = hours/month

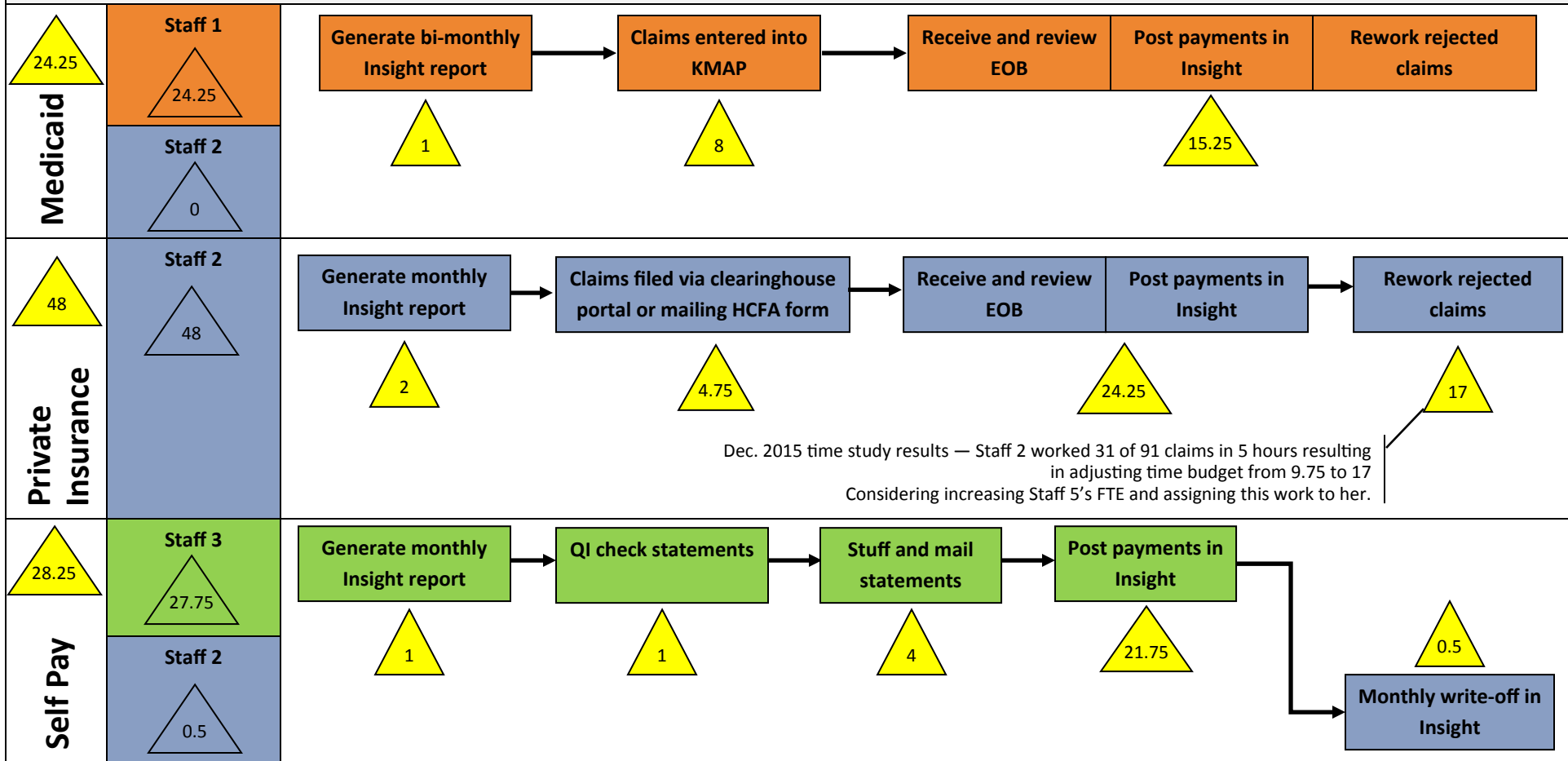


WICHITA STATE UNIVERSITY
COMMUNITY ENGAGEMENT INSTITUTE



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Revised 12/7/2016, 1/4/2017 per time studies



| | Dec. 2016 | Jan. 2017 | Feb. 2017 | March 2017 | April 2017 |
|---|-------------|---------------|--------------|--------------|--------------|
| Staff 2 | 36.5 | 48.5 | 36.25 | 24.25 | 7.25 |
| Staff 1 | 24.25 | 36.5 | 36.5 | 36.5 | 36.5 |
| <i>Staff 2 to train Staff 1 in January to receive EOB and post payments for approx. half of private insurance claims</i> | | | | | |
| Staff 3 | 27.75 | 27.75 | 27.75 | 27.75 | 27.75 |
| Staff 4 | 0 | 0 | 12 | 12 | 12 |
| <i>Staff 2 to train Staff 4 in February to receive EOB and post payments for approx. half of private insurance claims</i> | | | | | |
| Staff 5 (perhaps) | 0 | 0 | 0 | 17 | 17 |
| <i>Staff 2 to train Staff 5 in March to rework rejected private insurance claims</i> | | | | | |
| Total | 88.5 | 112.75 | 112.5 | 117.5 | 100.5 |

Prior Changes
November posting Medicaid payments moved from Staff 2 to Staff 1

Tool #4f: Workflow Template