**PointClickCare®**
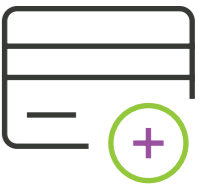
# Unbilled Services:

Is Your Revenue Potential at Risk?

## Improving the Net Operating Income (NOI) of your Senior Living organization is your primary responsibility

An organization is in good financial health when they are accurately capturing and billing for all services provided.

When services are captured accurately and timely, you can be confident that your community is compliant with state regulations and internal policies keeping you safe from risks and liabilities.

You consistently evaluate occupancy and sales reports to understand how your community is performing overall, especially in terms of revenue, service, and staff.

**Improving all these key performance indicators (KPIs) is achievable, but not without overcoming a few obstacles to get there.**

Let's look at some of the challenges you may face in achieving your goals.

# Tracking the "Creep"
# Out of Unbilled Services

The challenge of revenue leakage due to unbilled services is one of the greatest threats to the ongoing success of your community. Taking a close look at your care team can often reveal the reasons behind revenue loss.

If the caregivers are overworked — clocking extra hours, or requesting additional staff to meet your residents' needs, without a visible growth in billing and revenue — your community is likely dealing with the "creep" of unbilled services.

Your community's revenue potential can also take a hit if service-delivery information is not effectively passed on to your billing department.
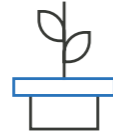
In most communities, care teams spend their time assisting the residents with Activities of Daily Living (ADLs) and medication management per the residents' service plans.
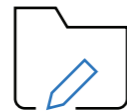
Ideally, your caregivers could immediately document all completed tasks at the time of service delivery, and the information would be kept or stored in an accessible central location.

**Unfortunately, the "ideal" does not yet exist in many senior living communities.**

If your care teams are not adequately equipped to capture the care and services they deliver to residents (especially unscheduled services), they won't get billed — leading to revenue loss. Your community's revenue potential can also take a hit if service delivery information is not effectively passed on to your billing department.

# It's Time to Seek an Effective Solution to Revenue Leakage

It's not too late to reduce the risk of unscheduled and unbilled services. Think about streamlining workflows by connecting your care services, billing, and administrative processes across a single, cloud-based platform.

A fully integrated and easy-to-use documentation system allows your care teams to capture all the services rendered at the point of care — including additional time they spend on existing ADLs or new unscheduled tasks. The right solution allows the service documentation to flow directly to the financial system (without additional overhead), to bill residents for these tasks.

## An effective solution not only increases your staff's efficiency, but also provides accurate documentation.

An ideal solution is mobile-enabled, so your caregivers can document services on-the-go, eliminating end-of-shift documentation and the errors that often come with it. Communication and workflow improve, since resident information captured by one caregiver is instantly available to other care team members. For your health and wellness directors, the reports generated help them ensure that all tasks are completed and documented.

Using the reports and analytics, you can gain a better overview of your community's operations. A solution like this helps you improve your KPIs, and respond proactively based on trends.

As part of the process of capturing all resident services, an effective technology platform reduces errors and omissions, while increasing your community's regulatory compliance. Risks and liabilities may go down as a result.

Take the next steps in your journey.

By reading this, you've already taken the first step in your journey — of understanding the challenges of undocumented services. Our next eBook helps you decide how to evaluate the best solution and select the right partner to overcome these challenges.

**READ eBOOK PART 2**

Let's start a conversation on how we can help you solve for the challenges of unbilled services and improve the NOI of your Senior Living organization.

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