Revenue Cycle Audit Program

Comprehensive Checklist

1. Patient Registration & Insurance Verification

Checklist Item	Status	Comments
Complete and accurate patient information collected		
Insurance eligibility verified prior to service		
Demographic and insurance data entered correctly		

2. Charge Capture & Coding

Checklist Item	Status	Comments
All services rendered are captured and billed		
Correct medical coding applied (ICD/CPT/HCPCS)		
Charges entered within required timeframe		

3. Claims Submission

Checklist Item	Status	Comments
Claims submitted promptly after service delivery		
Claims reviewed for completeness and accuracy		
Appropriate modifiers and documentation attached		

4. Payment Posting & Reconciliation

Checklist Item	Status	Comments
Payments posted accurately and timely		
Remittance advices reviewed for deductions/denials		
Discrepancies investigated and resolved		

5. Denial Management & Follow-up

Checklist Item	Status	Comments
Denials tracked and categorized		
Appropriate appeals submitted for denied claims		
Follow-up performed on outstanding accounts		

6. Patient Collections

Checklist Item	Status	Comments
Patient statements generated and sent timely		
Clear patient payment policies provided		
Payment arrangements documented and followed up		

7. Reporting & Compliance

Checklist Item	Status	Comments
Periodic reports generated and reviewed (A/R, denial rates, etc.)		
Compliance with regulatory requirements verified		
Staff receive regular training on policies & procedures		

Important Notes

- This checklist is a tool to guide thorough review of all revenue cycle processes.
- Completion of this checklist does not guarantee compliance; regular updates and professional judgment are required.
- Documentation and audit trails should be maintained for all items reviewed.
- Tailor the checklist as needed to fit your organizationâ€™s specific processes and policies.