

# REVENUE ENHANCEMENT SERVICES

Health and human services agencies are constantly challenged to secure new revenue streams to support the increased demands for their programs and services. With demands on funding for safety net services for needy and aging citizens driving health care and other social service costs to all-time highs, state agencies must pursue a comprehensive strategy to identify sustainable funding streams to support their missions.



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## REVENUE OPTIMIZATION – THE PCG APPROACH

Many state health and human services (HHS) agencies are not optimizing revenues because of outdated practices, incomplete data, and incomplete implementation of federal and state policy changes. Staffing and resources are often limited and do not allow for prioritizing revenue projects that could yield significant results.

The experienced professionals at Public Consulting Group (PCG) will work with your agency to design a comprehensive solution for your revenue needs. Our team will help you understand why issues occur and how to combat them, and will get you on your way to becoming a more revenue-focused organization. Our revenue enhancement initiatives use proven techniques and automated tools to assist budget and finance agencies, HHS agencies, and school districts to identify, quantify, and capture additional sources of revenue with minimal risk

## PCG SERVICES

PCG will conduct a thorough analysis of your policies and procedures to pinpoint valid revenue enhancement opportunities and put into place a program to help you achieve optimum results. Our goal is to develop strategies and procedures that produce sustainable funding streams to responsibly recover the revenue to which you are entitled, in compliance with all federal and state regulations.

Our revenue enhancement team has successfully recovered hundreds of millions of dollars for our clients by tailoring programs to meet their needs. We have extensive experience with:

- Funds Recovery – continuous, persistent, automated processes that are fully supported with regulatory justification and the underlying processes and documentation to withstand audit scrutiny.
- Eligibility Enhancement – development of processes and technologies designed to ensure that all populations have applied for and been determined eligible for benefits and insurance, where possible.
- Rate Setting – rigorous reviews of agency cost structures and service mixes to design, develop, and implement the correct rate setting techniques to maximize the recovery of general fund dollars.
- Direct and Indirect Cost Identification – full costs analysis to determine the true costs for operating programs and services. This includes measuring the fixed and variable costs related to agency operations and allocating those costs in a manner that benefits all federal and state funding sources.



- Cost Allocation Plan (CAP) and Indirect Cost Rate Development – use of our proprietary CAP software to fully automate and enhance the cost allocation or indirect cost rate process. PCG's technologies are highly effective at allocating administrative and operational overhead to improve cost determination and federal funds recovery.

### Ask us about our recent revenue enhancement projects for:

- Commonwealth of Massachusetts, Executive Office of Health and Human Services
- State of West Virginia, Department of Human Resources
- State of Louisiana, Bureau for Health and Hospitals

Contact the experts at PCG to learn more about how your agency can optimize revenues in order to better serve to citizens in need.