

recognition for revenue cycle excellence



# mapawards<sup>SM</sup>

## Application Frequently Asked Questions

### **Q. What does the MAP Award for High Performance in Revenue Cycle award recognize?**

A. The MAP Award for High Performance Award in Revenue Cycle recognizes healthcare organizations that are distinctive, innovative and effective in revenue cycle process improvements and patient satisfaction. In addition, it recognizes sustainable financial performance that serves the mission of the organization.

### **Q. What does the MAP Award for Performance Improvement in Revenue Cycle award recognize?**

A. The MAP Award for Performance Improvement in Revenue Cycle recognizes healthcare organizations that improve financial performance and patient satisfaction through strategic revenue cycle initiatives

### **Q. How will HFMA determine the winner of this award?**

A. All of the award criteria are listed on the online application which can be accessed at [hfmap.org/mapaward](http://hfmap.org/mapaward).

### **Q. Where did these criteria come from?**

A. The criteria were derived from the work of HFMA's KPI Task Force and research from the latest Patient Friendly Billing Report, Strategies for a High-Performance Revenue Cycle in 2009.

### **Q. Who is eligible to apply for the MAP Awards?**

A. All acute-care hospitals are eligible. Please note that your organization does not need to be a MAP App subscriber to apply.

### **Q. Do I have to be an HFMA member to apply?**

A. To be eligible, an executive leader in your organization must be a member of HFMA.

### **Q. What if I am part of a system?**

A. The award is hospital-specific, so you must apply as an individual hospital.

### **Q. Who chooses the winners?**

A. The HFMA Advisory Board, which is comprised of HFMA staff, and industry leaders and experts in the revenue cycle.

### **Q. What is the deadline for completing the application?**

A. Applications for the MAP Award for High Performance in Revenue Cycle are due by February 29, 2012. Applications for the MAP Award for Performance Improvement in Revenue Cycle are due by April 30, 2012.

### **Q: The application looks different this year, what has changed?**

A. HFMA has developed a new online application that:

- allows you to create a profile
- auto-saves your work so you can complete the application at your own pace
- eliminates ambiguous and conflicting language
- lets you print your application and attach supporting documentation
- allows you to communicate with HFMA regarding application process

### **Q. How will the winners be notified?**

A. Winners of the MAP Award for High Performance in Revenue Cycle will be notified by telephone and will be recognized at HFMA's Annual National Institute in Las Vegas, Nevada, June 24-27, 2012. Winners of the MAP Award for Performance Improvement in Revenue Cycle will be notified by telephone and will be recognized at HFMA's MAP Event in October 2012.

**For all other questions, please send an e-mail to [mapaward@hfma.org](mailto:mapaward@hfma.org).**



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