

Calendar of Events

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October 28, 2025

Learning to Earn: Operational Tactics for Better Charge Capture and Revenue Growth
12:00 PM - 01:00 PM PST

Learning to Earn: Operational Tactics for Better Charge Capture and Revenue Growth
Tuesday, October 28, 2025 | 12:00 PM PT

Presented by Shonna Marshall & Kelly Krulisky, Eclipse Insights

Is your organization leaving money on the table? In this session, you'll uncover the most common charge capture pitfalls and how to correct them based on Eclipse's work with providers nationwide.

Rather than relying solely on technology, this presentation focuses on operations-led solutions that drive real, lasting results. You'll learn:

Common missed charges and the true impact on net revenue

How to use Epic's EAP/Charge Router, Revenue Guardian, and charge automation tools

What an effective Revenue Integrity team should do daily, weekly, monthly, and annually

How to leverage data and reporting for accountability and continuous improvement

Where your CDM, charge methodology, and workflows may be silently leaking revenue

Analytical strategies you can use to uncover and address those gaps internally

Whether you're just beginning to structure a Revenue Integrity team or refining your charge reconciliation process, this session will equip you with tools to lead smarter, more profitable change.

About the Speakers:

Shonna Marshall is Managing Director at Eclipse Insights and brings over 20 years of experience in Chargemaster, Revenue Management, and Revenue Integrity. She's helped providers recover millions in missed revenue through defensible charging practices and strategic workflow improvements.

Kelly Krulisky brings 20+ years of healthcare consulting experience and has led revenue optimization initiatives across the continuum, including access, charge capture, billing, and denials. She's held leadership roles with Nordic, Huron, MedeAnalytics, and PwC, and brings deep expertise across major EHRs including Epic, Cerner, and MEDITECH.

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