



**MHA SOLUTIONS**

*A division of the Mississippi Hospital Association*

**RAC**

**PRODUCT**

**DIRECTORY**

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## **INTRODUCTION**

This directory was established at the request of the MHA RAC Product Review Committee to assist Mississippi Hospital Association members in their review and choice of companies they may select to work with for support with the RAC in Mississippi.

Any organization with a product or service related to RAC may submit information to be included in this directory. Standard listings in the directory are offered at no charge to the company. There is a charge for companies to include an ad or a hyper link to their website.

Except as indicated, a listing in this directory does not imply any endorsement or other relationship with the companies listed here.

This directory will be updated on a monthly basis as necessary to maintain the most current vendor information available.

For information on submitting your company's information, contact Julie McNeese at [jmcneese@mhanet.org](mailto:jmcneese@mhanet.org).

# RAC SOFTWARE TRACKING VENDOR RESOURCES

## SECTION I

### MHA SOLUTIONS' ENDORSED COMPANY

MHA Solutions, at the direction of the MHA Product Review Committee issued a Request for Information (RFI) to RAC tracking software vendors. Based on the Committee's review of the proposals received, Allscripts was selected as the company to be recommended to the MHA Board of Directors for endorsement.

MHA Solutions has completed a due diligence process on Allscripts which includes reference reviews, legal review of their contract for use with MHA members and ongoing follow up with participating MHA members to assure a high level of satisfaction and compliance with terms of our endorsement agreement. For more information on Endorsed Relationships visit [www.mhasolutions.com](http://www.mhasolutions.com).

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### ALLSCRIPTS

#### ALLSCRIPTS AUDIT +



### [WWW.ALLSCRIPTS.COM/RAC](http://www.allscripts.com/rac)

Louis Spear Area Vice President 404-872-5584  <i>AHA RAC TRAC Participant</i>	<a href="mailto:Louis.spear@allscripts.com">Louis.spear@allscripts.com</a>	Pricing model includes: <ul style="list-style-type: none"><li>• Medicare Discharges</li><li>• Implementation Fee</li></ul>
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Allscripts Audit+ is designed to closely monitor the RAC program concurrently and retrospectively within the hospital and health system. Whether you have a centrally managed denial and appeals process, you can keep all key parties across the continuum accountable to get the job done as efficiently as possible, and report the revenue impact. By integrating with the ADT system, the web-based application provides everyone involved in the RAC and internal denial and appeal processes instant access to current patient data and reporting capabilities. Also, Allscripts Consulting team provides specialty services combined with the Allscripts Audit+ tool to enable customization to each hospital's unique workflow and leading best practice for audit preparedness and response.

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# MISSISSIPPI HOSPITAL ASSOCIATION

## CORPORATE SPONSOR

CBIZ, as an MHA Corporate Sponsor for 2009-2010, has elected to support your association contributing to the quality educational programs and resources MHA provides to members. For more information on MHA Corporate Sponsorships visit [www.mhanet.org](http://www.mhanet.org) and click on MHA Corporate Sponsors. Corporate Sponsorship does not imply endorsement.

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### CBIZ KA CONSULTING SERVICES, LLC

#### Consulting, Risk Evaluation and Appeals



**RAC Risk and Reward Reporting (R<sub>4</sub>)**  
The comprehensive RAC solution for hospitals and their consultants.

CBIZ KA Consulting Services, LLC ■ 1-609-918-0990 ■ [www.kaconsults.com](http://www.kaconsults.com)

**[WWW.KACONSULTS.COM](http://WWW.KACONSULTS.COM)**

Adam Abramowitz Business Development Coordinator 609-918-0990	<a href="mailto:aabramowitz@cbiz.com">aabramowitz@cbiz.com</a>	Pricing is established based on number of Medicare Discharges
		Pricing is established on a per chart basis

The RAC R<sub>4</sub> Reports™ uses proprietary benchmarking and expert data mining to examine the specific at-risk accounts that the RAC will look at recoupments. The eight-report set examines patient-level data through the RAC target areas, such as inpatient coding, short-stay admissions, inpatient vs. outpatient procedures, three-day transfers to skilled nursing facilities, outpatient technical denials, etc. The R<sub>4</sub> (RAC Risk and Reward Reports) approach mitigates risk and helps prioritize resources needed to address the RAC audits. The report set also examines reward cases that have the potential for underbilling.

The Medical Record and Clinical Appropriateness Review examines the accounts identified by the R<sub>4</sub>. CBIZ's expert team of reviewers includes clinical coders and nurses trained in medical necessity criteria. The review examines the at-risk accounts and rewards and helps to mitigate risk by accurately assessing validating the issues identified by the submitted hospital billing data. Ultimately, this review helps providers determine which cases should pass a RAC appeal, which cases are worthy of an appeal and which cases are not worth pursuing for an appeal.

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# RAC SOFTWARE TRACKING VENDOR RESOURCES

## SECTION II

### AMERINET RAC RESOURCES

Amerinet is MHA Solutions' Corporate Partner for Group Purchasing. Through this relationship MHA members participating with Amerinet will receive additional discounts for covered products and/or services.

As part of Amerinet's Financial Management Solutions, they have introduced the **Amerinet Alliance for Financial Efficiency**, a unique partnership of industry leaders coming together to optimize financial performance and improve revenue cycle management. Through this partnership, Perot Systems provides RAC Risk Assessment, Dixon Hughes offers RAC Readiness Reviews and Ingenix RAC Manager is a solution for managing the claim audit reviews.

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### INGENIX

#### INGENIX RAC MANAGER

<p>Carol Endahl Product Manager (571) 521-7650</p> <p><i>AHA RAC TRAC Participant</i></p>	<p><a href="mailto:carol.endahl@ingenix.com">carol.endahl@ingenix.com</a></p>	<p>Pricing Model Includes:</p> <ul style="list-style-type: none"><li>• Bed size</li><li>• Per Chart</li><li>• Hourly or Fixed Consulting Rate</li><li>• Implementation Fee, Hosting Fee and Training/Documentation Fees Apply</li></ul>
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Ingenix RAC Manager is a comprehensive solution for managing a hospital's Medicare Recovery Audit Contractor (RAC) program and other government/payer claim audit reviews including: Medicare Administrative Contractors [MAC], Comprehensive Error Rate Testing [CERT], and Medicaid Integrity Contractor [MIC]. RAC Manager's **Early Warning** feature leverages Ingenix expert regulatory and coding content to identify both historical and ongoing claims at risk for a RAC audit. This enables hospitals to conduct detailed reviews of claims and documentation, and determine risk prior to an actual audit.

Specialized content is integrated throughout the application to support the appeal process. These embedded rules, analytics and benchmarks help organizations make informed, proactive appeal decisions significantly increasing their appeal success rates.

Ingenix provides comprehensive process assessment, workflow redesign, appeals support and continuous improvement to ensure your organization is successfully managing its RAC processes. These services include: Training and Education, Mock Audits, Shadow Audits and RAC Appeals Support. Ingenix partners with more than 250,000 clients around the globe. Ingenix has more than 3,500 hospital clients and is an expert at providing regulatory content and rules.

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## SECTION III

### OTHER RAC SOFTWARE VENDORS

This alphabetical listing of RAC vendor resources represents organizations who submitted information to be included in this directory. A listing in this section does not imply any endorsement or other relationship with MHA or MHA Solutions. Hospitals or other providers interested in entertaining proposals from these organizations are responsible for completing their own due diligence.

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#### ADVISORY BOARD COMPANY

#### REVENUE INTEGRITY COMPASS

Daniel Chaitow Manager 202-266-6079  <i>AHA RAC TRAC Participant</i>	<a href="mailto:chaitowd@advisory.com">chaitowd@advisory.com</a>	Pricing model includes: <ul style="list-style-type: none"><li>• Medicare Discharges</li><li>• Implementation Fee</li></ul>
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An innovative and holistic Business Intelligence platform which not only ensures audit compliance and accountability, but also drives performance improvement by providing analytical insight into RAC exposure and appeals strategy. Customizable worklists, alerts and analytics are all supported by Dedicated Advisors assigned to each organization to help identify areas of opportunity and protect revenues from RAC take-backs. Working collaboratively with a cohort of similar organizations from across the country, hospitals participating in Revenue Integrity Compass will have the advantage of shared learning and best practices to ensure minimized impact from the RAC auditors.

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#### ALLEGIS GROUP

#### RAC SOLUTION FRAMEWORK

Kevin Kane Director - Healthcare 610-832-3273  <i>AHA RAC TRAC Participant</i>	<a href="mailto:kkane@teksystems.com">kkane@teksystems.com</a>	Pricing Model Includes: <ul style="list-style-type: none"><li>• Hourly Consulting Rate</li><li>• Fixed Consulting Rate</li></ul>
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Our solution framework integrates existing workflow, data management, payment and information systems to provide an audit and response trail needed to meet RAC requirements. Replacing only those elements that are needed, we enhance the value of existing IT solutions and reduce the time to implement and overall cost of your RAC tracking solution.

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## ARRAY SOFTWARE

### TRACK +

David B. Henshaw, Sales & Marketing Manager 413-789-2600  <i>AHA RAC TRAC Participant</i>	<a href="mailto:dhenshaw@arraysoftware.com">dhenshaw@arraysoftware.com</a>	Pricing model includes: <ul style="list-style-type: none"><li>• Flat one-time license fee for unlimited users</li><li>• plus 1½% monthly maintenance fee, billed quarterly</li></ul>
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**TRACK+** is written for Meditech MAGIC<sup>®</sup> hospitals, and was developed with the input and advice of people from hospitals that went through the RAC Demonstration project. **TRACK+** is fully integrated with the Meditech B/AR, ABS and MR modules, for fast and accurate auto-population of required data fields. **TRACK+** is a comprehensive and straightforward tracking system with a familiar Meditech look and ease of use that means users are up and running in no time. Any or all RAC team members can simultaneously access **TRACK+**'s database of RAC-requested medical record tasks, making it easy to monitor tasks for progress. **TRACK+** has over 100 standard reports, and task data can be downloaded to a spreadsheet for detailed analysis.

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## CAREMEDIC

### AUDIT MANAGEMENT

Jeff Lamb Senior Account Executive 601-291-1915  <i>AHA RAC TRAC Participant</i>	<a href="mailto:jlamb@caremedic.com">jlamb@caremedic.com</a>	Pricing Model Includes: <ul style="list-style-type: none"><li>• Medicare Claims Volume</li><li>• Implementation Fee</li></ul>
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CareMedic's Audit Management solution can help you minimize your workflow burden, provide accurate, timely information and prevent future issues.

- Helps you manage both audits and appeals
  - Quantifies risk and provides insight into root causes of problems
  - Identifies areas for process improvement
  - Reduces future takebacks and protects revenue
  - Provides claim edits based on known RAC issues
  - Maximizes appeal opportunities
  - Workflow
  - Performance Management Dashboard automates proactive alerts and reminders
  - Minimizes audit costs
  - Document image attachments
  - Document templates for appeals
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**COMPLIANCE 360 INC.**

**COMPLIANCE 360 CLAIMS AUDITOR**

Justin McDonald Director, Business Development 678-527-2457  <i>AHA RAC TRAC Participant</i>	<a href="mailto:justin.mcdonald@compliance360.com">justin.mcdonald@compliance360.com</a>	Pricing Model Based On: <ul style="list-style-type: none"><li>• Bed Size</li><li>• Flat Monthly /Annual Fee</li><li>• Fixed Consulting</li><li>• Implementation Fee</li><li>• Training / Documentation Fee</li></ul>
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The Claims Auditor is used by providers to ensure thorough, accurate and timely responses to prevent the auditor from taking control by automatically recouping your payments. With the Claims Auditor, you decide if and when payments should be recouped. With a sophisticated workflow engine already in use in hundreds of hospitals, you can manage the complexity of multiple, simultaneous RAC Audits to ensure that due dates are not missed. The Claims Auditor system, rather than your RAC Coordinator, polices each step in your RAC management process. This allows your RAC Coordinator to concentrate on high-risk areas and monitor your overall RAC response program.

The Claims Auditor is designed to help you extend the appeals process (without recoupment) to cost-effectively reach the latter stages, such as Level-III with the ALJ where the likelihood of an upheld appeal is much higher than appeals at Level I with the FI and Level II with the QIC.

The Claims Auditor also serves as your claims audit system of record. You can establish a common point of control for managing all claims audits such as RAC, MIC, MAC, CERT, PERM, commercial payor audits and others.

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**EXECUTIVE HEALTH RESOURCES**

**REAL-TIME INPATIENT VS. OBSERVATION STATUS CERTIFICATION**

**RAC DENIAL MANAGEMENT AND APPEALS**

[WWW.EHRDOCS.COM](http://www.ehrdocs.com)

Amanda Duke Regional Vice President of Sales 803-892-3905  <i>AHA RAC TRAC Participant</i>	<a href="mailto:amanda.duke@ehrdocs.com">amanda.duke@ehrdocs.com</a>	Pricing model includes: <ul style="list-style-type: none"><li>• Project fee and per case basis for RAC Denial Management and Appeals</li><li>• Tiered Rates for Concurrent Patient Status Certification</li><li>• Implementation Fee</li><li>• Travel and Lodging</li><li>• Custom Education Sessions</li></ul>
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## Real-Time Inpatient vs. Observation Status Certification

EHR has been at the forefront of the complex issue of determining short stay admission versus observation status. EHR Physician Advisor teams, trained in Medicare and Medicaid rules and regulations pertaining to observation and inpatient status, provide the required secondary, concurrent physician review of Medicare/Medicaid observation status cases and inpatient admissions that do not meet case management's medical necessity screening criteria. The EHR admission review applies evidence-based medicine, CMS guidance, and EHR's unique database of hundreds of thousands of validated physician advisor reviews to ensure appropriate admission status certification, complete chart documentation, the highest level of compliance with CMS rules.

## RAC Denial Management and Appeals

EHR is nationally recognized by federal regulators and investigators as a proven solution to manage CMS medical necessity compliance. EHR Physician Advisors have extensive experience with all stages of the governmental appeals review and appeal process and have achieved unmatched success in identifying and obtaining the reversal of thousands of inappropriate RAC/QIO medical necessity denials at all levels of appeal. EHR's methodology combines expert physician clinical expertise, focused on medical necessity, with legal and regulatory arguments so all appeal avenues are explored. EHR Physician Advisors personally represent hospitals at ALJ hearings. EHR's in-depth understanding of the Social Security Act, Code of Federal Regulation and CMS Manual and Ruling guidance results in superior appeal outcomes and allows for a coordinated process with its clients' case management, compliance, and legal departments.

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### **GNYHA VENTURES**

### **GNYHA TRACKER™**

Stewart M. Presser Vice President 212-506-5444  <i>AHA RAC TRAC Participant</i>	<a href="mailto:Presser@gnyha.org">Presser@gnyha.org</a>	Pricing Model Based On: <ul style="list-style-type: none"><li>• Medicare Discharges</li></ul>
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TRACKER™ is a dynamic web-based technology that provides hospitals and other Medicare providers (physician office, home health agencies, DME etc.) with a powerful solution to effectively manage the time-sensitive and complex workflow and documentation requirements needed to satisfy RAC record requests, process determination letters and navigate the multi-tiered rebuttal and appeal process. In addition, TRACKER™ may be used for other Medicare fee-for-service audits such as FI/MAC, CERT, ZPIC, IG.

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**H.I.M. ON CALL  
RACONCILIATION**



[WWW.HIMONCALL.COM](http://www.himoncall.com)

<p>Joseph Gurrieri Vice President &amp; COO 610-435-5724</p> <p><i>AHA RAC TRAC Participant</i></p>	<p><a href="mailto:Joe.Gurrieri@himoncall.com">Joe.Gurrieri@himoncall.com</a></p>	<p>Pricing Model Includes:</p> <ul style="list-style-type: none"> <li>• User License Limits</li> <li>• System Interfaces</li> </ul>
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Audit tracking and denial management system: A web-based application designed to capture, assign, track, trend and report on all aspects of the audit and denial life cycle. Features include auto-assignment, project management, alerts (e-mail and text messaging), appeal letter templates and wizard, a complete imaging/scanning/viewer, dashboards, dynamic reports and more.

**HYLAND SOFTWARE**

**ONBASE RAC ADMINISTRATION SOLUTION**

<p>Eric Hinman Regional Healthcare Manager 404-873-6904</p> <p><i>AHA RAC TRAC Participant</i></p>	<p><a href="mailto:eric.hinman@onbase.com">eric.hinman@onbase.com</a></p>	<p>Pricing Model Based On: Flexible components by client needs including:</p> <ul style="list-style-type: none"> <li>• hourly or fixed consulting fees;</li> <li>• Monthly / Annual Licensing Fee</li> <li>• Other client specific requirements</li> </ul>
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Developed with direct input from customers who have participated in the initial audit process, the OnBase RAC Administration solution is designed to manage the audit trail of requests and denials received throughout the audit and appeal process. The solution comprehensively manages all elements of the process including auto-calculating requests, managing follow-up tasks, and tracking appeal dates. A management dashboard provides an overview of the status of all RAC audits and provides the ability to drill down on problem areas to quickly identify and correct bottlenecks.

The OnBase RAC Administration Solution enables healthcare providers to:

- Respond promptly to medical record requests and meet deadlines
- Identify all medical record documentation necessary for addressing RAC audits
- View management dashboard and status reports for deadline risks and overview of all audits
- Auto generate e-mail notifications and letters

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**IMAGESOFT INC.**

**ACCURAC**

Christopher Angi Healthcare Business Specialist 248-948-8100 x 275  <i>AHA RAC TRAC Participant</i>	<a href="mailto:cangi@imagsoftinc.com">cangi@imagsoftinc.com</a>	Pricing Model Includes: <ul style="list-style-type: none"><li>• Flat Monthly or Annual Fee</li><li>• Implementation Fee</li></ul>
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AccuRAC is a comprehensive, enterprise-wide solution that automates and manages the entire RAC audit process. Powered by Hyland® SoftWare's OnBase®, AccuRAC combines business process management, records management and trending capabilities in a single application. Its unique workflow component allows users to share and link data to assure an accurate, efficient and timely response to a RAC audit, while effectively tracking claims activity and reducing future rejections.

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**INTERPOINT PARTNERS LLC**

**RAC SHIELD**

Chris L. Hatcher Vice President, Sales 229-343-2319  <i>AHA RAC TRAC Participant</i>	<a href="mailto:chatcher@interpointpartners.com">chatcher@interpointpartners.com</a>	Pricing Model Includes: <ul style="list-style-type: none"><li>• Flat Monthly Fee</li><li>• Implementation Fee</li></ul>
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RAC Shield is comprehensive web-based solution designed specifically to help hospitals manage the RAC audit and appeals process. Based on a development partner hospital's RAC experience during the RAC demonstration project in Florida, RAC Shield combines Interpoint's business intelligence and workflow management tools to enable hospitals to take charge of the appeals process while analyzing the data to reduce future audits. RAC Shield is a simple to use workflow management system that allows hospitals to track and manage the complex and time-sensitive appeal process and make sure deadlines are met.

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**MEDASSETS**

**MEDASSETS CLAIMS AUDITOR**

**[HTTP://WWW.MEDASSETS.COM/OUR-SOLUTIONS/REVENUE-MANAGEMENT /REVENUE-RECOVERY-ACCOUNTS-RECIEVABLE-SERVICES/PAGES/MEDICARE-RAC.ASPX](http://www.medassets.com/our-solutions/revenue-management/revenue-recovery-accounts-receivable-services/pages/medicare-rac.aspx)**

<p>Sloan Clardy Regional Vice President 678-248-8282</p> <p><i>AHA RAC TRAC Participant</i></p>	<p><a href="mailto:sclardy@medassets.com">sclardy@medassets.com</a></p>	<p>Consulting Pricing models includes:</p> <ul style="list-style-type: none"><li>• Per Chart</li><li>• Fixed Rate</li><li>• Travel/Lodging</li></ul> <p>Software Pricing Model includes:</p> <ul style="list-style-type: none"><li>• Bed Size</li><li>• Flat Monthly / Annual Fee</li><li>• Implementation Fee</li></ul> <p>Appeals Management Pricing Model Includes:</p> <ul style="list-style-type: none"><li>• Contingency Based Fee</li></ul>
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**RAC Compliance Assessment**

- Reviews existing charts, clinical documentation and criteria, and processes against CMS guidelines
- Identifies vulnerable, costly, inpatient areas related to medical necessity, documentation, coding and utilization review processes
- Provides specific recommendations for sustained improvements

**RAC Workflow & Management Tool: MedAssets Claims Auditor**

- Helps hospitals manage RAC and other CMS audits with a Web-based claims auditing technology
- Manages RAC timelines and activities, automates deadline notifications, and tracks and reports on all RAC activity
- Audits historical claims to identify vulnerabilities

**RAC Defense and Recovery Services**

- Helps providers manage, defend RAC audits with our skilled clinicians and coding professionals to review the documentation and construct the appeal
- Allows hospitals to manage the volume of audits with extended resources by outsourcing some or all RAC audits to ensure timely response and appeal

Tracks and trends appeal success and identifies areas for process improvement

**MARSH HEALTHCARE RISK CONSULTING**

**MARSH’S TOTAL RAC SOLUTION**



[HTTP://GLOBAL.MARSH.COM/INDUSTRY/HEALTH/CLINICALCONSULTING.PHP](http://global.marsh.com/industry/health/clinicalconsulting.php)

<p>Stacey Donegan CPC, Vice President &amp; Senior Consultant 615-319-3140</p> <p><i>AHA RAC TRAC Participant</i></p>	<p><a href="mailto:stacey.a.donegan@marsh.com">stacey.a.donegan@marsh.com</a></p>	<p>Pricing Model is designed to be facility specific and may include:</p> <ul style="list-style-type: none"> <li>• User License Limits</li> <li>• Flat Monthly/Annual Fee</li> <li>• Medicare Claims Volume</li> <li>• Per Chart</li> <li>• Hourly Consulting Rate or Fixed Consulting Rate</li> <li>• Medicare Discharges</li> <li>• Travel and Lodging</li> </ul>
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Marsh Risk Consulting is pleased to offer a Comprehensive Recovery Audit Contractor (RAC) Solution. Marsh’s expertise and experience enables us to provide the full range of services related to the RAC audit process. We understand that the RAC process affects your entire organization and our solution helps you address not only your known financial exposures, but also the key drivers of those exposures and provides solutions to reduce your future risk, while enhancing patient care and satisfaction and creating positive future revenue streams. Our Comprehensive RAC Solution includes:

- Identification of potential RAC exposures through a mock RAC audit – automated and complex mock reviews
- Data mining techniques used by the RAC auditors to target claims and records for automated and complex reviews
- Identification of key drivers of your RAC exposures
- A thorough case management and resource management program assessment and/or program redesign from the ground up to address many of the common RAC exposures.
- Risk identification and mitigation strategies identified and associated with RAC and other regulatory exposures.
- A revenue recovery program to identify underpayments and missed charges
- Recommendations for self repayment options, appropriate reserving and appeals
- RAC activity and appeals tracking with our STARS Audit software, which is AHA compatible.
- Ongoing assistance with the appeals process, including recommendations for claims that merit appeals.
- Industry best practice recommendations in all these areas

Through our STARS risk management information system platform, CS STARS delivers a RAC Audit Solution that helps healthcare providers achieve the best possible audit outcomes. With tools for managing the workflow associated with the audit and appeals process, our RAC Audit Solution will help you manage the information collection process, stay on top of critical dates and deadlines, avoid default fines, and make informed decisions about appeals.

RAC Audit Software Solution Highlights:

- Secure, web-based access across multiple departments and facilities
- RAC request management and tracking through the entire appeal process
- Configurable workflow tools with diary and escalating email notifications
- Standard and ad-hoc reports
- Automated report distribution
- Data import/export and interface capabilities for linking with other systems
- Available alone or as part of STARS risk management solution

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**MEDIREGS**

**COMPLY TRACK AUDIT DETAIL MANAGER**

<p>Shawn Gupton Compliance Solutions Consultant 877-797-5611</p> <p><i>AHA RAC TRAC Participant</i></p>	<p><a href="mailto:shawn.gupton@wolterskluwer.com">shawn.gupton@wolterskluwer.com</a></p>	<p>Pricing Model Includes:</p> <ul style="list-style-type: none"><li>• Bed Size</li><li>• Implementation Fee</li><li>• Healthcare System pricing (multiple hospitals)</li></ul>
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A web-based software tool that is specifically designed to handle the high-volume, time-sensitive, complex workflow needed to satisfy RAC record requests, process determination letters, and navigate the multi-tiered discussion and appeal process. Enables RAC response teams to focus efforts and eliminate redundant manual processes, while establishing an audit trail of correspondence and follow up activities. Audit Detail Manager contains over seventy standard reports, and the report writer allows users to detect, analyze, report, and predict trends. It is also a global audit tool that can be utilized for other enforcement audits (e.g., MAC, MIPs, QIO), and internal claim-level audits the organization may conduct.

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**PROVIDER CONSULTING SOLUTIONS**



[WWW.PROVIDERCS.COM](http://WWW.PROVIDERCS.COM)

<p>Veronica Ziac                  Manager - Consulting Services                  518 - 371 – 3036 ext, 412</p>	<p><a href="mailto:vziac@providercs.com">vziac@providercs.com</a></p>	<p>Pricing Model Includes:</p> <ul style="list-style-type: none"> <li>• Flat Monthly / Annual Fee</li> <li>• Medicare Claims Volume</li> <li>• Contingency</li> <li>• Per Chart</li> <li>• Hourly Consulting</li> <li>• Fixed Consulting</li> <li>• Implementation Fee</li> <li>• Training / Documentation Fee</li> <li>• Travel / Lodging</li> </ul>
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**RAC Preparedness Education** - PCS will work with the Hospital to develop the most efficient approach needed to cover the RAC-related education of the Hospital’s management, medical staff and others. The initial focus of the RAC preparedness education will include the following:

- Background on RAC
- Regulatory requirements and timelines
- Focus of RAC
- Areas of exposure based on the RAC demonstration experience
- Reiteration of the Hospital’s commitment to compliance
- The Hospital’s plan to prepare for and respond to the RAC activities
- Individual roles in the RAC process

**RAC Team Development and Support** – During the RAC demonstration, over 7% of recoveries involved the failure by providers to provide adequate documentation in response to a medical record request. These findings demonstrate clearly that managing RAC audit activities can be very challenging. PCS can help with all phases of RAC team development and support, including:

- Assist setting up the RAC Response Team, with descriptions of duties and responsibilities;
- Establish effective workflows, checklists and communication processes to ensure complete and timely response to all RAC requests;
- Develop criteria to help providers decide when an appeal should be pursued, and to make sure all necessary information is submitted with an appeal;
- Test processes and protocols to ensure that they are working effectively prior to the RAC rollout.



**RAC Risk Assessment** – To respond effectively to RAC, providers need to understand the nature and magnitude of their RAC risk. The cornerstone of PCS’ assessment is an analysis of the Hospital’s inpatient and outpatient claims for appropriate payment. Our focus is on both overpayments (risk) and underpayments (opportunity). The claims analysis includes both known RAC targets, as well as potential future targets. PCS utilizes our proprietary screening software, Sentinel™, to analyze claims data, identify potential risk and opportunity areas, and quantify financial exposure.

**Assistance with RAC Appeals** - Although 34% of appeals filed during the demonstration were successful, only 22% of denied claims were appealed. Many providers in demonstration states reported they did not have the time or expertise to pursue appeals. Not every denial should be appealed, but when an appeal is warranted, every effort should be made to file well researched and documented appeals. The success of RAC appeals is determined by a variety of factors, including the quality and availability of supporting documentation, merits of the denial (i.e., the strength of the RAC’s rationale), and mitigating circumstances, such as age of the claim and specific clinical factors. Through our experience assisting New York client hospitals with RAC appeals during the demonstration project, we learned the critical importance of deciding which claims were worth appealing, and providing well-researched regulatory and claim-specific analysis to support the hospitals’ positions.

**Implementing RAC Lessons** – RACs will identify areas where hospitals submit inaccurate or inappropriate claims. Denials are often the result of an ineffective process or deficiency with documentation, utilization review/case management or coding. PCS operational experts can assist hospitals to develop and implement action plans to correct deficiencies and avoid future denials.

**RYCAN TECHNOLOGIES**

**RAC AUDIT TRACKING**



**[HTTP://WWW.RYCAN.COM](http://www.rycan.com)**

<p><b>Jody Heard</b>  <b>Sales Executive</b>  <b>800-201-3324</b></p> <p><i>AHA RAC TRAC Participant</i></p>	<p><a href="mailto:jodyh@rycan.com">jodyh@rycan.com</a></p>	<p>Pricing model includes:</p> <ul style="list-style-type: none"> <li>• Bed Size</li> <li>• Flat Monthly /Annual Fee</li> <li>• Implementation Fee</li> </ul>
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Rycan empowers providers to take control of the RAC Audit process by providing the tools necessary to analyze, track, and manage audited claims from the initial record request through the final level of appeal. Rycan simplifies every aspect of the RAC audit’s by monitoring deadlines, generating audit logs, and pre-populating patient data for patient letters and RAC appeals. Contact us today to learn why at Rycan, we have a better solution.

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**WASHINGTON & WEST LLC**

**QUANTAM APPEALS©**

**[WWW.WASHINTONWEST.COM](http://WWW.WASHINTONWEST.COM)**

<p>Megan Jones Professional Relations Representative <b>718-702-3405 or 800-704-5574</b></p> <p><i>AHA RAC TRAC Participant</i></p>	<p><a href="mailto:m.jones@washingtonwest.com">m.jones@washingtonwest.com</a></p>	<p>Pricing Model Includes:</p> <ul style="list-style-type: none"><li>• Flat Monthly/Annual Fee</li><li>• Implementation Fee</li></ul>
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Quantum Appeals© is a comprehensive Software Tool designed to track & manage RAC and other Medicare denials. It is powered with the actual tools that will assist your staff to write winning appeals and overturn RAC and Medicare denials. Quantum Appeals contains Federal law & Medicare criteria, as well as Tutorials that will assist your clinical staff with analyzing your denials. Denials that involve medical necessity issues such as APC listed procedures with one-day stays, and coding issues such as excisional debridement denials, require careful analysis of the medical record for documentation that will help win your appeal. Quantum will guide your staff in the appeal writing process. A built-in Alert system will prevent missing deadlines in the 5-step Medicare Appeal process, and a Document Request tool will allow seamless communication between departments.

**OVERVIEW**

- RAC Analysis & RAC Appeal Strategy
- Coordinated Denial RAC Team Response
- RAC Appeal Templates, with Applicable State & Federal Laws
- Standardized and Ad-Hoc Reporting-Tracking down to the CPT Code!
- Data Uploads from Your System
- Integrated Imaging Capability

As an additional bonus, if desired, Quantum Appeals will allow management of RAC/Medicare denials and your Managed Care denials on one platform.

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**WASHINGTON & WEST LLC**

**RAC APPEAL SERVICES & MANAGED CARE APPEAL SERVICES**

[WWW.WASHINTONWEST.COM](http://WWW.WASHINTONWEST.COM)

Megan Jones Professional Relations Representative <b>718-702-3405 or 800-704-5574</b>  <i>AHA RAC TRAC Participant</i>	<a href="mailto:m.jones@washingtonwest.com">m.jones@washingtonwest.com</a>	Pricing Model Includes: <ul style="list-style-type: none"><li>• Contingency or</li><li>• Flat Rate or</li><li>• Combination of Contingency and Flat Rate</li></ul>
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At Washington & West, our unmatched Recovery Process works to overturn denials and RAC retractions and helps to prevent future denials. We believe that hospitals should receive 100% reimbursement for services provided. That philosophy, combined with our extensive experience produces results that are among the best in the healthcare sector.

With the onset of Medicare’s Recovery Audit Contractor – RAC Denials, Washington & West’s advanced advocacy and clinical expertise yielded exceptional overturn rates for hospital clients affected in the demonstration states. Our revenue recovery services can supplement your existing appeals process, or your denials can be outsourced to us completely. We offer flexible solutions to meet your needs. Services:

RAC / Medicare Appeals, Clinical Appeals, Administrative Appeals, Denial Management, Consulting

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**THE WELLINGTON GROUP**

**RAC GUARD**

[WWW.WELLINGTONGROUP.BIZ](http://WWW.WELLINGTONGROUP.BIZ)

Scott Earich Principal 216-525-2200 ext 215  <i>AHA RAC TRAC Participant</i>	<a href="mailto:SEarich@WellingtonGroup.biz">SEarich@WellingtonGroup.biz</a>	Pricing Model Includes: <ul style="list-style-type: none"><li>• By Medicare Discharges</li><li>• Implementation Fee</li><li>• Training/Documentation Fee</li><li>• Upload Fee for Historical Claims</li></ul>
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**RAC Guard** is uniquely structured for use by single or multi-hospital organizations and provides the flexible infrastructure to allow the corporation to decide how to best set up their processes. RAC Guard includes tracking, workflow, document repository, claim auditing, deadline notifications, templates, reporting and preventative editing. RAC Guard can review claims on a daily basis to identify potential RAC conditions. Also, new edits introduced by the RAC will be applied to your historical claims to identify claims at risk and the associated financial exposure

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