

Automating Your Billing Compliance Program

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Presented by:

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Agenda

- **Typical Audit Activities: Resource Requirements**
- **Resource Allocation**
- **Benefits of Automation: Return on Investment**
- **Questions & Answers**

Typical Audit Process: Inefficiency Everywhere

Resource Intensity	High	<ul style="list-style-type: none">• Roster of active providers• Obtaining charge activity detail• Request medical records• Prepare post-audit reports	<ul style="list-style-type: none">• Risk-based audit scheduling• Select <i>random</i> sample• Perform review• Document scoring & findings• Post-audit education
	Low		
		Administrative	Specialized

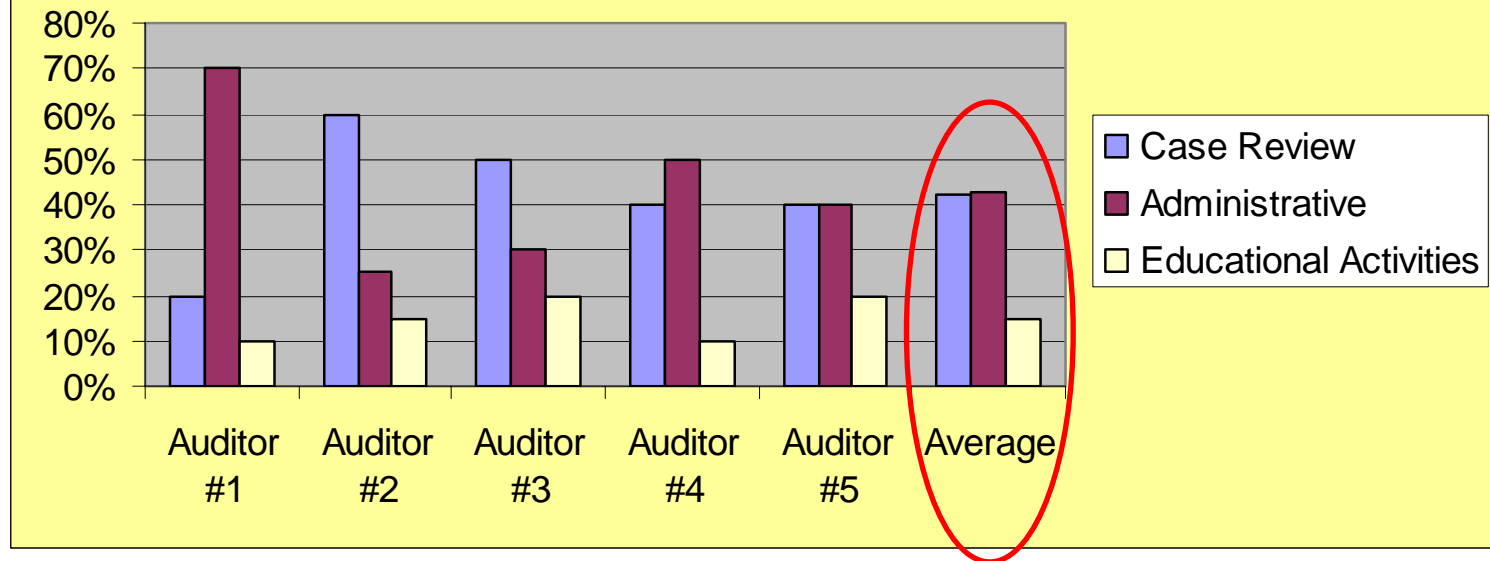
Skill-Set Required

Take Away:

- **Administrative tasks are time consuming and add little value.**
- **Adding compliance resources improves audit volume, but that does not translate to improved efficiency & quality**

How Are Your Resources Allocated

What's Wrong with This Picture?



Take Away:

- While all activities are necessary, auditing and provider education are the key success factors of your compliance program
- Improving productivity and enhancing audit quality are NOT mutually exclusive objectives

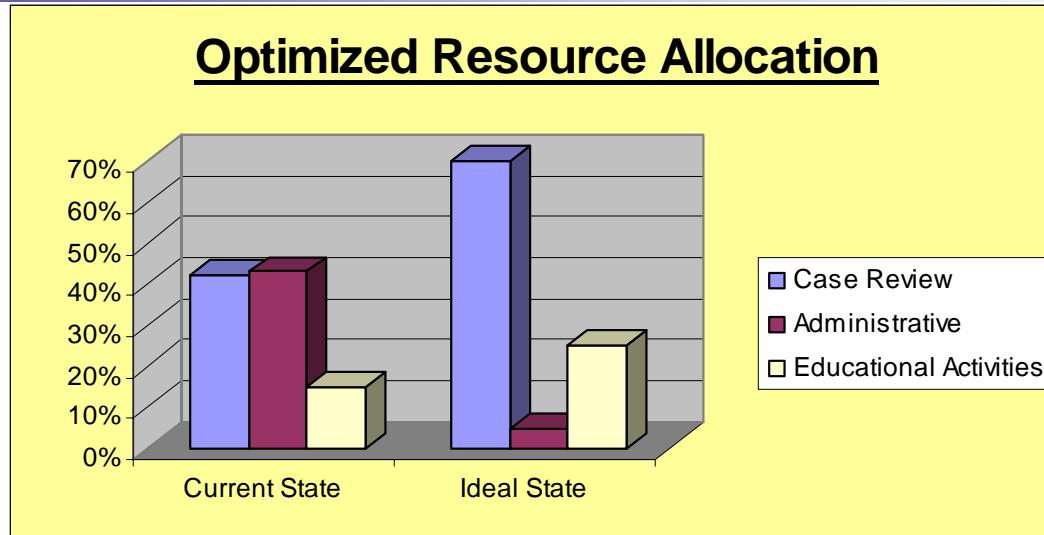
Automated Audit Process: Production & Quality

Resource Intensity	High		<ul style="list-style-type: none">• Perform review• Document scoring & findings• Post-audit education
	Minimal	<ul style="list-style-type: none">• Roster of active providers• Obtaining charge activity detail• Request medical records• Prepare post-audit reports	<ul style="list-style-type: none">• Risk-based audit scheduling• Select <i>random</i> sample
		Administrative	Specialized
		Skill-Set Required	

Take Away:

- Compliance resources allocated to the tasks that add the most value
- Automation provides the platform for improving both productivity and quality **WITHOUT** increasing staff size

Benefits of an Automated Solution: Productivity



Automated Activity	Improved Productivity	Increased Quality	Enhanced Education
Maintain list of active providers & risk-based audit frequency	X	X	
Request charge activity	X		
Select sample	X	X	
Request documentation	X		
Document findings	X	X	X
Prepare reports	X	X	X



Benefits of an Automated Solution: Quality

1. **Mitigate Risk:** Give more attention to most at-risk providers and procedures
2. **Sample selection:** Focus on risk areas
3. **Cases:** Audit complete cases, not just a single CPT or invoice
4. **Consistency:** Weighted scoring system, reports and terminology should be consistent across all auditors, providers & practices
5. **Reporting:** Provider feedback more timely and actionable, less subjective



Benefits of an Automated Solution: Education

1. **Timely Feedback:** Reduce delay between problem occurrence and corrective action
2. **Actionable Information:** Focus not only on what was wrong, but also what needs to be done differently going forward
3. **Standardization:** Consistent scoring and commentary, monitor progress over time
4. **Data Driven:** Reducing level of subjectivity enhances provider buy-in
5. **Fosters Competition:** Peer to peer, practice to practice, department to department



Questions & Answers

Conclusion:

Automating your compliance auditing program provides a platform for your organization to:

- 1. Increase productivity & risk assessment,**
- 2. Improve audit quality, and**
- 3. Enhance provider education**



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