



CASE STUDY: ARCHBOLD MEDICAL CENTER HEALTHPORT AUDAPRO™

“Faced with the implementation of the national RAC program and its high volume of medical record requests, we started the search for audit management solutions early. HealthPort was the only vendor we evaluated that could integrate record mailing and tracking with one tool.”

– Lynne Byrd, VP Revenue Cycle

Problem

In preparation for the rising volume of audits, the main challenge and top priority for Archbold Medical Center, a five-hospital, four-nursing home system was ensuring the ability to track and send records. “Our primary goal is to not lose any revenue due to lack of compliance with the RAC program and to be able to track records and get them out the door on time,” says Lynne Byrd, VP Revenue Cycle for the 800-bed system based in Thomasville, Georgia.

“With complex medical necessity reviews coming up, we knew our manual system couldn’t possibly manage the audit process for five hospitals and four nursing homes.” Like most healthcare providers, Archbold was forced to address staffing challenges and the threat of lost revenue. “We needed to streamline how the records were moved around our system between case managers, auditors, and release of information staff in order to stay within the strict timeframes allowed for each level of review and appeal allowed by the RAC program,” stated Lynne Byrd.

Solution

With HealthPort’s comprehensive audit management technology, HealthPort AudaPro, Archbold’s staff uses a dashboard view to monitor how their RAC-related claims are being assigned, reviewed, released to the RAC, and results recorded. The dashboard provides different views based on cases that are in process, pending, and closed, as well as by hospital location.

The robust reporting capabilities help the facility to track the entire audit process, including:

- “Dollars at Risk” report – provides a view of all pending cases in their current status and the potential dollar amount in jeopardy.
- “Dollars Resolved” report – shows all closed cases and the associated revenue, whether lost, successfully defended and/ or recovered.
- “Performance” report – shows the track record for each of the given appeal levels.
- “Response Time Reminder” report and “ROI Request Summary” reports – alerts users to potentially missed deadlines and helps prevent needless “technical denials”.

In addition, HealthPort works hand-in-hand with Archbold staff to ensure the receipt and processing of all audit record requests. The new workflow is streamlined and error free. “Our goal was to reduce the number of human touch points as each case goes through the system, HealthPort has helped us do just that,” mentions Lynne Byrd.

Using a proactive approach that blends technology, education, and workflow practices, HealthPort supports Archbold’s efforts to effectively strategize and prioritize measures to mitigate risk going forward. “The best practice is to establish workflow maximizing the features and functionality of the HealthPort AudaPro software so that it works.” concludes Lynne Byrd.

Archbold Medical Center’s Results:

- Tracking/sending records on time
- Improved claims appeals processing
- Reduced potential risk
- No additional staff requirements
- No financial loss due to untimely records release



HealthPort AudaPro™

Powerful Web-based audit management tool

Designed to mitigate the stress related to managing the many audits that negatively affect the revenue of healthcare providers, HealthPort AudaPro streamlines the entire audit process. With unique features like integrated release of information (ROI) management, drill down dashboards and robust reporting capabilities, HealthPort AudaPro allows for a deeper level of records management to ensure that timelines are tracked and dates are never missed. From record requests to appeals, HealthPort AudaPro puts providers in complete control of the audit process.

User-friendly HealthPort AudaPro functionality allows providers to:

- Integrate release of information for optimal request fulfillment and tracking management
- Automate communication and audit management so that processes are streamlined and efficient
- Utilize appeals management functionality to ensure that deadlines are never missed
- Access sophisticated dashboard management for a clear picture of audits and dollars at risk

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