

GRANDROUNDS

Volume 01 ISSUE 05



CODING & BILLING HELP DESK

Bridging the needs of the medical provider's office with expertise in coding and billing.

- Immediate turn-around for coding and documentation questions from certified coders
- Immediate billing support questions for billing of all medical organizations
- Denial Management support offered to medical practices and hospital groups

DOCS NEED SOUND BUSINESS SKILLS

I attended a conference in Charlotte last month where Terry McGeeney, MD, President and CEO of TransforMED, gave an interesting presentation on how to transform a medical practice into a medical home.

Much of what he said I had heard before, with one exception. He contended that the foundation of any medical home must be built upon sound practice management. I would agree.

Physicians are ill-equipped business people. And hospitals

sometimes are no better prepared to run the practices they are gobbling up.

Practices are businesses. Yet primary-care practices often are not managed as such. They require

disciplined financial management; cost-benefit decision-making; identification of revenue enhancement opportunities; coding and billing expertise; personnel/HR management and change



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DOCUMENT MANAGEMENT

1. Document vs Records
2. Document Management Software
3. Storage on the web
4. Secure access

Use the web as your online storage facility.

Recover floor space that is being used for storage of paper documents.

Why keep paper documents of former patients when they can all be scanned in and accessed through the web?

PRACTICE MANAGEMENT



There has never been a more pressing need for the health care provider to capture every dollar and to receive payments as quickly as possible. The price of money has increased, and costs have risen so that more pressure is on the billing team to resolve open accounts more quickly.

The billing team must work unresolved accounts as soon as the denial comes to the office. Here are the steps to effective denial management:

- Review EOB denial within 24 hours of notification.
- Review EOB for unpaid or incorrectly paid claims from the payer.
- Note the denial in your “Denial Tracking Log.”
- Research the denial.
- Note the error, corrections, and action in the “notes” section of the billing system.
- If you are unable to determine the correction required, then contact the Payer directly for guidance.

DO NOT LET THE DENIALS GO LONGER THAN 1 WEEK WITHOUT WORKING THE ISSUE.

DON'T LOSE REVENUE BECAUSE OF UNTIMELY FILING

If your Office needs a second pair of hands to work your denials please consider our team.

We will deploy our “S.W.A.T.” team to aggressively work your receivables.

Documentation Matters Says CMS for RAC Auditors

Recovery Audit Contractor (RAC) Demonstration High-Risk Vulnerabilities – No Documentation or Insufficient Documentation Submitted

The Centers for Medicare & Medicaid Services (CMS) has released MLN Matters Special Edition Article #SE1024 as the first in a series of articles concerning RAC high-dollar improper payment vulnerabilities. These articles are intended to provide education about RAC demonstration-identified vulnerabilities in an effort to prevent these same problems from occurring in the future. This article in particular focuses on Medicare's documentation requirements and how to avoid unnecessary denial of claims.

This article is for all Inpatient Hospital and Skilled Nursing Facility providers that submit fee-for-service claims to Medicare Fiscal Intermediaries (FIs) or Part A/B Medicare Administrative Contractors (MACs).

Medicare contractors, including RACs, have the legal authority to review any information, including medical records, pertaining to a Medicare claim. If a provider fails to submit documentation, there is no justification for the services or the level of care billed.

For more details, see <http://www.cms.gov/MLN MattersArticles/downloads/SE1024.pdf>

MEDICAL CODING



OCR SETS RULES FOR SHARING HIPAA BREACH INFORMATION

The HHS Office for Civil Rights, which is responsible for enforcing HIPAA privacy regulations, has detailed six new "routine uses" for reports of breaches of protected health information.

In a notice published in April in the Federal Register, OCR spells out ways in which it will use information reported via a computer system called the Program Information Management System. The American Recovery and Reinvestment Act tightens HIPAA regulations to require healthcare organization to report breaches that may cause direct harm to the affected patients.

In each case, OCR would disclose only the "minimum personal data

necessary" for each purpose and would have to determine that a disclosure would not violate the privacy of any individual.

To review the six "routine uses" read the entire article online here:

<http://www.fierceemr.com/story/ocr-sets-rules-sharing-hipaa-breach-information/2010-04-15-0>



Docs need Business Skills—continued from front page

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management skills. And that only scratches the surface. Compliance issues alone can drown a practice.

Physicians have been forced to become businessmen. Most are not trained--much less have a desire--to run a business. Yet the pressure to generate revenue often becomes as important as how they practice medicine. Before we can even get to pay-for-performance founded on evidence-based medicine, we need to establish a solid business framework from which practices can operate. Doctors will then be incentivized to take the time to counsel and guide patients, improve their communication with patients, try new modalities such as group visits and e-visits and get back to practicing without worrying. Many physicians solve this by selling to hospitals.

But stand-alone or owned, providers need to reach out to the experts in the field who can help them navigate these turbulent waters and build the sound foundation they need for success. Eliminating the operational inefficiencies in a practice translates into increased revenue and provides the basis for the other components of the medical home to lie upon. (read entire article at <http://www.hospitalimpact.org/index.php/2010/07/01/p1100#more1100>)

By Anthony Cirillo, FACHE, ABC, president of Fast Forward Consulting.

KEY ISSUE

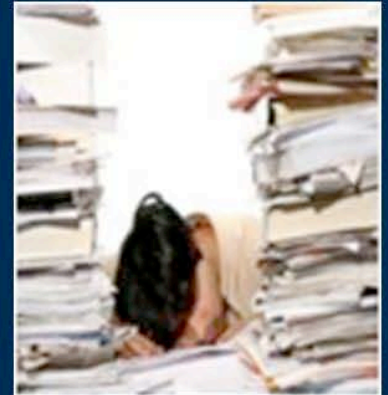
Remember: The Transition to ICD-10 is Coming October 1, 2013

On October 1, 2013, medical coding in U.S. health care settings will change from ICD-9-CM to ICD-10. The transition will require business and systems changes throughout the health care industry. Everyone who is covered by the Health Insurance Portability and Accountability Act (HIPAA) must make the transition, not just those who submit Medicare or Medicaid claims. The compliance dates are firm and not subject to change. **If you are not ready, your claims will not be paid.**

Source: CMS

TRENDS IN TECHNOLOGY

Increasing Profits Utilizing Electronic Document Management continued



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Mobile technology – the next big thing

Many businesses are just starting to understand the immediate financial benefits of a document management system that come from the ability to find a document at a moments notice or share them securely amongst staff and partners anywhere in the world. However, some of the more promising applications are just starting to be uncovered as mobile devices begin to take center stage. For example, new products like the Apple iPad are changing the way we think about electronic documents and portability.

The iPad represents very new and revolutionary technology. Simply put, what used to be \$2000 is now \$500, what used to be heavy is light, what used to be hard to use is now easy and even fun to use.

The success of the iPad and other mobile devices make sense when you consider the varied information that these devices make available on-demand. In the world of electronic documents for example, armed with an iPad attorneys can replace a suitcase of documents when going to court and physicians can replace clip boards and paper based forms and that they can exchange or update data between their patient management system and the iPad- on the fly.

Having said that, no device or solution is complete without proper security and a competent vendor will have the very best security protocols in use as part of any solution. As for the device itself, GPS, RFID and passwords make for a very secure package that can't be lost or stolen.

Workflow – bringing it all together

The real benefit of electronic records and mobile devices is that we can re-engineer businesses processes to radically reduce time and labor costs within an organization.

The process by which we route electronic documents and share information in a timely and intelligent manner is known as workflow. As technology has improved, this process has become much cheaper and the ability of workflow to save money within an organization has made it a favorite and necessary instrument, especially in today's economic climate.

Here are a very few very isolated examples of how electronic document management, mobile devices, and workflow are being used ...

- ✓ Local medical centers and doctor's offices. The implementation of electronic forms that exchange information with an EMR or patient management system can increase the number of patients serviced per hour and improve the patient experience.
- ✓ Banks and Credit Unions. Electronic signature pads merge signatures with electronic documents. Combined, they can eliminate paper at financial organizations all together and since multiple people can be processing the same electronic documents at the same time, it can speed up a loan approval process substantially while electronic records can reduce or eliminate courier and document shredding costs, increase security and help prevent fraud.
- ✓ Law firms. The legal profession is paper intensive and as a result, not efficient. By implementing an automated scanning process, paper can be converted to electronic records and associated with searchable keywords and metadata. Electronic document management provides a practical means of sharing vital documents securely over the Internet with staff members of the firm, the client, and other stakeholders while mobile devices can reduce the amount of paper needed at court appearances.
- ✓ And there are many more examples even within these same industries.

Conclusion

The goal of the totally paperless office may not be a totally realistic pursuit in the typical business environment today, but businesses that embark on a strong initiative to improve processes and efficiencies by capturing, storing, and retrieving information in digital form will begin to realize the true value of the information and be able to capitalize on the advantages of advanced industry-leading storage and retrieval technology.

TRENDS IN TECHNOLOGY

Increasing Profits Utilizing Electronic Document Management

Information drives today's economy and the companies that fare best in this competitive climate are those that capture, store, and retrieve information in a way that best supports their core business processes.

A wide range of businesses—including service industries, doctor's offices, legal firms, insurance & financial firms, shipping centers, pharmacies, light manufacturing operations, and others—rely on ready access to information to service their customers and manage their operations. Increasingly, companies are turning to electronic document capture management to reduce the need for paper, improve speed and accuracy when retrieving archived records, satisfy regulatory requirements at the state and federal levels, and boost the efficiency of their business operations.

Whatever the size of the business, sound document management processes can be a key part of business growth and a well-established means of improving the efficiency and effectiveness of their internal operations—for compliance, better service to customers, and improved office productivity.

What is SaaS and what it means to businesses

In considering document management systems, none are more compelling than those that are offered as software-as-a-service (SaaS) for simplicity, ease-of use, security, scalability, affordability and customization. SaaS simply means that you can implement a high-end document management system without large capital upfront costs and without any burden whatsoever in regards to managing the system or their resources, which makes these systems perfect for small and mid sized companies.

Thanks to increased bandwidth, improved security and lower cost storage, SaaS offerings are now more affordable than ever and these systems provide unlimited user licensing with secure and controlled access to documents from anywhere-anytime.

Electronic document management practices, as implemented in a SaaS solution let businesses:

- ✓ Reduce paper use. Paper is expensive, when physical

cost, processing, and storage are taken into account. Trying to access information on paper also wastes time. According to All Associates, 75 percent of the cost of a document is in management and logistics.

- ✓ Minimize copying expenses. A Gartner survey indicated that the average business document is copied 9 times. The costs and labor associated with copy machine use can be considerable. Duplicating and distributing documents electronically can eliminate the vast majority of these expenses.
- ✓ Improve overall document handling. A survey performed by INC magazine concluded that it costs, on average, \$20 for a business to file a document. If the document is misfiled, it then costs approximately \$120 to search for it. In the worst case, if the lost document must be recreated, it costs the business on average \$250. These types of expenses can be largely eliminated through an effective electronic document management system.
- ✓ Eliminate redundancy in information handling. CAP Venture Group determined that 80 percent of the documents that business people work with in the computer are also retained on paper, creating unnecessary redundancy and waste.
- ✓ Free staff members for more productive work. Studies estimate that professionals typically spend over 500 hours annually reviewing and routing files and another 150 hours looking for incorrectly filed documents. This time could be used much more productively with an electronic document management solution in place.



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About the Author: Lee Nelson is the President of EDM Advisors an electronic content management solutions provider. He is a certified electronic document management consultant and architect with over 15 years experience in developing solutions for all size businesses, from single physician practices to Fortune 500 companies. Currently he is developing money saving strategies that employ affordable SaaS based document management systems that integrate with mobile devices and line-of-business systems.

TRAINING WORKSHOP

Documentation Compliance - 1-hour, Instructor lead web-base class for physicians, CNP, PA.

Essentials of Coding for the Medical Biller - 4hour workshop (over 4 days). Designed for the novice or inexperienced.

Modifiers - when and how to use modifiers in billing.

How to Audit for your Provider- 4 hr (1hr for 4 days) course designed for the clinical nursing staff.

Advanced Billing Fundamentals - 4 hr (2-2hour courses).

Preparing your office for Medicare RAC - 1 hr What is the RAC? What are they looking for? How to prepare?

Cardiology Billing - 1 hr

Orthopedic Coding - 1 hr

Podiatry Coding - 1 hr

Injections and Infusions - 1 hr

All one hour training modules are \$120

All 2 hour training modules are \$199

All 4 hour training modules are \$320



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