

# CASE STUDY

## AURORA HEALTH CARE

**PROVIDER PROFILE** | **TYPE:** *Not-For-Profit* | **BED SIZE:** 2,365

Aurora Health Care is one of Wisconsin's largest private employers with more than 24,000 employees in 20 facilities. The system is one of the nation's largest providers of cardiac services, and the only system to earn the American Nurses Association's coveted Magnet Award for multiple hospitals.

### CHALLENGE

With the advent of APCs, Aurora faced an uphill battle. "We had to implement APCs across all hospitals simultaneously," said Chargemaster Coordinator Karen Schmidt, RN, MS, CPC. "We knew the most efficient way to do this was to standardize chargemasters across the system, and to do that, we had to find the right tool."

With CodeCorrect Knowledge by Accuro, a MedAssets company, Schmidt was able to review current pass-through codes. "We conducted an audit of our cardiac services and found 20 codes on our chargemaster that were outdated, incorrect or missing. Based on the volumes, we calculated the missing revenue at \$3.7 million," said Schmidt.

Aurora also started using CodeCorrect CDM. Schmidt was given the task of cleaning up the chargemaster within one month. Using CodeCorrect CDM, it took half an hour to run the analysis. "More than 9,000 charges were analyzed and 1,460 were identified for review," Schmidt said. "Over the next few weeks we edited almost 650 codes and updated 483 revenue codes. We added 70 charges for services being performed, but not charged. We found 12 pass-through opportunities, removed 16 expired codes and updated them to current codes. Nineteen deleted codes were crosswalked and 42 invalid codes were corrected." Schmidt met her deadline with three days to spare.

### RESULTS

Schmidt has a myriad of successes with Accuro and its products. "I was asked to review rejected pain management claims for six months. Each week, I found between \$3,800 and \$12,000 in additional charges," she said. The pain management chargemaster needed revision, so Schmidt used Accuro tools to profile the Current Procedural Terminology (CPT®) and companion codes.

## CASE STUDY

“I’ve set up similar chargemasters and it took me a month. Using CodeCorrect CDM, I spent only a couple of hours setting up the pain management chargemaster.” Schmidt also created a new chargemaster for the Interventional Radiology Services department for nurses who were performing services, but not charging for them. In less than one year, Accuro tools helped generate additional appropriate revenue of more than \$1 million.

CodeCorrect Knowledge has been invaluable in numerous ways, such as clearing claims marked “return to provider.” For example, claims for one cancer patient were returned because of an incorrect code for a chemotherapy drug. Using CodeCorrect Knowledge, Schmidt researched the problem and found the solution. Once billing made the correction, the once rejected claims cleared and the hospital collected \$200,000 of appropriate reimbursement.

Schmidt also has the responsibility of researching compliance issues. “When a compliance question arises, I use the Medicare documentation to support our action. From a money-saving standpoint, having CodeCorrect Knowledge has markedly decreased us sending issues to our legal consultants,” she said. “I use Accuro every day. The products have impacted every facet of our revenue cycle – scheduling, registration, access, billing, coding, finance, chargemaster, audit and clinical areas. Without reservation, I would recommend Accuro.”

### **ABOUT ACCURO, A MEDASSETS COMPANY**

Accuro’s revenue management solutions help providers achieve optimal financial results in an era of diminishing resources and expanding regulatory complexities. Our Web-based tools help maintain an accurate chargemaster to improve reimbursement and ensure compliance; calculate expected payment; address transparent pricing issues with rational, yet optimum prices; monitor and manage payor performance, and deliver pioneering business analytics, including denials management.