

CASE STUDY

BAYCARE HEALTH SYSTEM

PROVIDER PROFILE | **TYPE:** *For-Profit* | **BED SIZE:** 4,112

SITUATION

With eight hospitals over 60 miles in the Tampa Bay area, BayCare Health System needed a solution that would facilitate shared knowledge and resources, keeping its management and coding team on the same page. With CodeCorrect Knowledge by Accuro, a MedAssets company, every team member has access to the same up-to-date information, regardless of their location.

Ned Kitchen, decision support manager at BayCare Health System, was initially tasked with implementing and maintaining a coding system that would keep BayCare's team informed of daily Medicare Pass-Through code changes. "We didn't have a handle on the situation at all," said Kitchen. "We were going to 15 different websites to get answers and everyone was coming up with something different."

Those research methods available to the staff made poor use of the team members' time. "I had to manually search through a pile of printed Medicare bulletins, which were distributed only to a select group of people," said Kitchen. Not only was the process time-consuming, but "the information never got to everyone who needed it."

ONE TOOL, ONE SOURCE

Accuro was the one solution that BayCare Health System was seeking. "We didn't know what we were missing until we used Accuro's products," said Kitchen. "Now we have access to a searchable database and our team is using CodeCorrect Knowledge as a research and reference tool." With many websites providing different information that is not always up-to-date, Accuro made it easy for BayCare to say "just use this one source so we are on the same page."

Prior to implementing CodeCorrect Knowledge, BayCare Health System experienced numerous claim denials, forcing it to re-bill claims due to incorrect coding. "There are a million places to make an error. There's no way anyone can be 100 percent perfect, but if you don't have access to any information, you're definitely not going to get close. Accuro gets us as close to perfect as we can be," said Kitchen.

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BayCare Health System recognized that conveying time-intensive coding information to its team was vital – another reason the health system chose Accuro. “The government makes changes so fast that if we didn’t have access to this kind of resource, we wouldn’t be able to keep up,” said Kitchen. “It scares me to think that there are some hospitals that aren’t using Accuro.”

UNFORESEEN BENEFITS

Beyond the positive results BayCare Health System expected to realize from using CodeCorrect Knowledge, the health system also experienced some unforeseen benefits. “In the past, department managers couldn’t really be held accountable for billing because they weren’t aware of the most current information,” said Kitchen. “Now we can hold them accountable for billing, which is very important since our payments are dependent upon their putting the right charges through.”

Now BayCare Health System’s team uses CodeCorrect Knowledge often to fulfill a variety of needs. “Probably not a day goes by that I don’t use CodeCorrect Knowledge,” said Kitchen. “CodeCorrect Knowledge has really expanded how much I can get done in a day. I don’t think I could do my job properly if I didn’t have access to it. Accuro opened everyone’s eyes as to how many changes are occurring. Everyone is quoting Accuro as a trusted resource on changes.”

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.