

CASE STUDY

CLARIAN HEALTH PARTNERS

PROVIDER PROFILE | **TYPE:** *Not-For-Profit* | **BED SIZE:** 1,300

SITUATION

Indianapolis-based Clarian Health Partners – Methodist Hospital, Indiana University Hospital and Riley Hospital for Children – knows exactly what it takes to provide the highest quality healthcare. The 1,300-bed system has been ranked as one of the best in America by *US News & World Report* for the last few years.

OPPORTUNITY

Clarian invested in a pre-bill edit system to ensure accuracy and compliance in billing practices. Through a routine audit process, the Charge Integrity Unit of the Patient Financial Services department discovered that errors in the system resulted in charges being written off inappropriately.

SOLUTION

Because Clarian's CDM Coordinator had previously used products of Accuro, a MedAssets company, staff was aware of the power of the Accuro tools. To help other staff members in the Charge Integrity Unit understand just what these online tools could do, the coordinator suggested a two-week trial of CodeCorrect Knowledge. The results were almost immediate, according to Charge Integrity Analyst Marie LeClerc, RN.

“I built an LMRP database two years ago with the help of another charge integrity analyst. We would read through all current and archived policies online at our local FI's website and update the database accordingly. It was a huge task, because I have about 50 different folders with each one containing spreadsheets of data and Word documents to explain every LCD/LMRP from the FI. The information dated as far back as 1997,” she said.

Manually comparing up to several thousand entries in the write-off reports was time-consuming and tedious. Implementing CodeCorrect Knowledge dramatically reduces the time spent on this task. “Accuro is saving me hours a day,” said LeClerc. “I probably go through a week's worth of write-off reports in a matter of hours now. I used to get only one or two days' worth done in an entire day.”

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Moving away from the stacks and stacks of paper she used to keep track of is also a big relief. “There’s just too much paper if you keep the bulletin copies,” she said. “Policies change once every couple of months – how can anyone keep up with that? It’s much easier to do a search within Accuro’s database.” In addition, Accuro’s Informants® alert users to policy changes by e-mail sent directly to the user.

RESULT

LeClerc was an instant convert to CodeCorrect Knowledge, and she actively encourages others to use the products. “Today, when someone asks me to look up a HCPCS code and link it to the appropriate Local Medical Review Policy, I can easily complete the task by using the crosswalk information. When I give the requestor the information, I also supply the source of the Internet link so he or she can look it up the next time. It’s a fabulous introduction to what Accuro can do.”

In a nine-month period, more than 230 Clarian staff were using CodeCorrect Knowledge. “Accuro has become an integral part of Clarian’s business processes,” said LeClerc. “This tool has fixed a ‘system error’ so that Clarian is now capturing revenue that it was inappropriately writing off just a few months ago. And, we are absolutely more compliant.”

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.