



# CASE STUDY

## DUKE UNIVERSITY HEALTH SYSTEM

**PROVIDER PROFILE** | **TYPE:** *Not-for-Profit* | **BED SIZE:** 1,479

### SITUATION

In 2001 one of the nation's foremost academic health systems was searching for an alternative to manual claims processing. An automated solution was found that most recently helped recover \$5 million in underpayments – an amount which would have never been identified under the manual system. Additionally, the health system was able to defend \$1.2 million in managed care refund requests.

Duke University Health System (DUHS) extended the relationship with Accuro, a MedAssets company from the hospital revenue management system, Accuro Contract Manager, to the parallel system for physician groups in 2002. When the health system needed a way to provide accurate patient estimates and to meet the challenges of transparent pricing, DUHS looked once again to Accuro and its Accuro CarePricer® solution. The collaborative relationship between DUHS and Accuro continues to expand to meet the emerging needs of the growing healthcare system.

### RESULTS

Using Accuro technology, DUHS electronically processed 880,000 claims from its three hospitals, Duke University Hospital, Durham Regional Hospital and Duke Health Raleigh Hospital, in FY 2006. Accuro's proprietary system allowed DUHS to generate customized reports designed to track trends and identify outstanding payor issues. As a result, the hospitals were able to collect 70 percent of the underpayments identified during a one-year period – or \$5 million in additional revenue. One of Duke's physician groups, Duke Private Diagnostic Clinic, processed 1.9 million claims and identified more than \$4.4 million in underpayments and collected more than \$3.2 million.

In addition to defending \$1.2 million in refund requests, Accuro Contract Manager enabled DUHS to identify loopholes in current contracts that make it difficult to contest underpayments, giving the Duke system a stronger position in future negotiations.

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“We use Accuro Contract Manager to accurately track payments and contracted variances,” said Cecelia Moore, chief operating officer of DUHS’s patient revenue management organization. “It’s like a barometer for reporting, and we use it to improve customer services, identify registration and billing issues and verify accurate posting of contractual adjustments. The Accuro solution has had significant impact on DUHS’s economic health.”

“Because of our confidence in Accuro Contract Manager, we are not only using it as an underpayment and collection tool, but have integrated it with our billing, payment posting, contractual underpayments and collections,” said Charles Cockman, hospital quality assurance manager.

### **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.