

# CASE STUDY

## MAD RIVER COMMUNITY HOSPITAL

**PROVIDER PROFILE** | **TYPE:** *For-Profit* | **BED SIZE:** 78

### SITUATION

Mad River Community Hospital, a privately owned 78-bed rural facility in Arcata, California has been struggling with its bottom line. In late 2002, a chargemaster consultant delivered troubling news to the Business Office Manager, Gordon Bigham. “If we were to receive a grade, ours would have been near failing,” Bigham said. “We had codes that shouldn’t have been in the chargemaster and codes that should have been in the chargemaster but weren’t. We needed to clean it up but we were too overwhelmed. We didn’t think there was ever going to be a solution to fix and maintain our chargemaster.”

### SOLUTION

The hospital purchased the entire suite of products from Accuro, a MedAssets company, for all coders, billers and managers. Departments throughout the hospital were also fitting Accuro into their daily workflows. For example:

- When changes are made to the hospital’s current chargemaster, the new chargemaster file is uploaded to Accuro’s CodeCorrect CDM. This also allows the hospital to verify compliance or reimbursement issues.
- The staff uses CodeCheck and CodeBase modules within CodeCorrect Knowledge to locate information related to billing and reimbursement issues. “These tools have assisted the hospital in identifying items that we should have been billing for, such as contrast for certain radiology, CT, nuclear medicine and MRI procedures,” said Bigham.
- Each month the hospital uploads UB92s into Accuro RevenueDashboard, another Accuro product, to determine if there are any issues negatively affecting reimbursement. “We can drill down to analyze trends and assist us in determining the cause of any net loss. The program’s reports and graphs are especially useful in identifying possible coding and modifier usage issues. We have been able to determine bilateral and incomplete procedure modifiers are being under-utilized in radiology and surgery, resulting in lost reimbursement,” he said.

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### RESULTS

“I meet with a different department each week and we use Accuro’s tools to review charges and actual bills to see what needs to be fixed,” he said. The Accuro suite has paid for itself several times over by helping to identify tens of thousands of dollars in missed opportunities,” Bigham said. For example:

- Accuro RevenueDashboard identified missing opportunities in the radiology department equaling between \$35,000 to \$40,000 a year in gross charges and lost revenue
- The pain management department was missing some evaluation and management codes, adding up to approximately \$25,000 annually
- Accuro RevenueDashboard identified missing opportunities in billing for incomplete surgeries, which is likely to equal \$20,000 a year, and
- The Possible Billable report in CodeCorrect CDM identified another \$20,000 in potential billable items.

“I anticipate a \$100,000 in improvement in our bottom line, and we continue to review and update our chargemaster,” said Bigham. “If someone asked me about the benefit of using Accuro, I would probably tell him or her that if they’re not using Accuro’s products they are missing a lot of opportunities to improve efficiency and reimbursement for their facility.”

### 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.