

CASE STUDY

MARIETTA MEMORIAL HOSPITAL

PROVIDER PROFILE | **TYPE:** *Not-For-Profit* | **BED SIZE:** 199

SITUATION

Marietta Memorial Hospital was lacking an effective process to manage the chargemaster. The hospital believed it may have lost a significant amount of revenue each year based on codes that were never added to its chargemaster.

The hospital compliance committee developed an oversight position to examine billing, analyze trouble spots and streamline processes to capture revenue. It also formed a chargemaster committee to manage and improve the chargemaster itself.

These efforts fixed only half of the chargemaster problem – the hospital still needed ongoing access to information that would support chargemaster maintenance.

SOLUTION

Accuro, a MedAssets company's, CodeCorrect Knowledge, gives Marietta access to continuously updated information in one place.

“CodeCorrect Knowledge helped us unite coding and compliance while bridging the language barrier between the clinical person who performs the exam and the coder who knows the code attached to the exam,” said Rebecca Kidder, RN, Compliance Analyst for Marietta Memorial Hospital. “Accuro has prevented us from using an outside resource, saved the facility money through quicker access to accurate coding and compliance and alleviated frustration among employees.”

Another benefit of CodeCorrect Knowledge is the ability to make key information broadly available and intelligible across departments, removing the fear of delving into an area of specialized knowledge. Information is now both user-friendly and self-service oriented.

Staff can also narrow their focus on particular areas of interest and by departmental relevance. They can find APC amounts, examine charge structure and remain up-to-date.

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Clinical managers, are now gaining access to CodeCorrect Knowledge. This is a positive trend because clinicians have dual responsibility to take care of patients and consider the financial concerns that make patient care possible.

RESULTS

“I have reduced my search time by at least 50 percent,” said Kidder. “I would wager that others have reduced their time by that much too. For example, the senior biller used to spend valuable time searching for information when codes changed, but now, that senior biller no longer needs a codebook because all of the information is available via CodeCorrect Knowledge.”

Materials Management has also reaped the benefits of CodeCorrect Knowledge. When the department receives new products, it can immediately search for pass-through codes associated with them. The ability to code new items right away drastically reduces monies lost over time.

“Accuro’s CodeCorrect Knowledge is invaluable in sorting and evaluating charges in your chargemaster. There’s no doubt in my mind that this is the tool you need,” said Kidder.

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.