

What is your R.A.C. Risk?



The Recovery Audit Contractors have spent years preparing to surgically remove money from your coffers. Without strong processes in place, hospitals are at risk of forfeiting a significant amount of their past and future revenues through Recovery Audits.

Automated Audit Tracking & Response System From FormFast

FormFast's Recovery Audit Tracking & Response System helps hospitals minimize their risk by systematically responding to audit requests, coordinating tasks and communications across response participants, and revealing potential areas of risk in their current processes.

The FormFast solution combines web-based workflow automation, a shared collaboration repository, proactive analysis and a centralized command center portal. In addition, FormFast offers the tools to address issues and mitigate risk through rules-based generation of clinical and admissions documentation - assuring that proper supporting documentation is always available.



www.FormFast.com
800-218-3512

Recovery Audit Contractors are prepared to surgically remove money from your coffers.

How will you respond?

RAC Audits represent significant risk to revenues and profit margins for any healthcare provider. These audits typically include very complex appeals processes with stiff penalties such as the automatic recoupment of funds if appeals deadlines are missed, even by as little as one day.

The FormFast Audit Tracking & Response system provides all the tools to manage the entire RAC Audit process from the initial record request, to timely replies, determinations and appeals. The system supports the entire process by providing the detailed information in a collaborative workspace leading to well-informed decisions on proceeding with appeals. When appeals are filed, the system tracks and displays all the critical dates and ensures that input from each department is received and processed in a timely manner.

With decades of document process automation experience in Healthcare, FormFast brings the experience and the tools to manage the demands of RAC Audits. Our Audit Tracking & Response system is comprised of a broad set of features to accommodate the wide range of demands from the diverse set of users across facilities who utilize the system.



Workflow Automation FormFast's FastFlow workflow engine is at the heart of the system. This simple to use, yet flexible and sophisticated workflow system manages tasks, user assignments, timelines, alerts, and data integration.



Image Viewer The medical record being central to the appeal process, the image viewer provides a secure environment to share a scanned or imported electronic version so all users involved in the appeal process have information at their fingertips.



Collaboration & Discussion Users are empowered with the ability to discuss the medical record and the appeal at a page by page level through an online portal. The information in these discussions is invaluable when drafting the final appeal letter.



Business Intelligence Mining the data captured through the RAC process gives organizations an understanding of the risk and financial impact of the RAC audits. Built-in reports show trends, financial impacts, and identify areas in which to improve.



Dashboard View The dashboard view of all RAC requests and appeals in progress gives appeals managers a single control center from which they can track and manage the progress of each active appeal.



Integration Interoperability is key to all IT systems. The Audit Tracking & Response system supports the integration of external data from claims systems, imaging systems, and other clinical and financial systems.



Record Request Fulfillment FormFast bundles each record to meet the RAC specifications. Based on the date and method of transmission, the system calculates contingent deadlines.

RAC audits pose many high-stakes challenges for hospitals and health networks, from monitoring the deadlines of hundreds or thousands of cases, to tracking RAC decisions, to preventing repeat claims. FormFast helps RAC committees manage the entire process, ensuring compliance with CMS and improving financial performance.

One Tool For Automated Workflow, Collaboration, Reports, and Dashboards.

FormFast's Audit Tracking & Response system helps healthcare providers manage RAC request workflows, facilitate appeals and identify trends for their facility. It provides a means to communicate and collaborate across multiple departments to ensure timely and accurate responses to RAC communications. Dashboard views and real-time reporting features enable clients to proactively identify risk areas and develop action plans to reduce errors and future audits.

Collaboration and workflow automation are essential components of the Audit Tracking & Response system. On average, healthcare providers have less than 60 days to reconcile RAC findings and refund payments made to them by Medicare. This time sensitive process crosses many departments in a facility, our Audit Tracking & Response tool is a secure, web-based application that manages users, deadlines, communications, alerts, and collaboration.

The RAC program has created a variety of compliance, cash flow, and administrative burdens for healthcare providers. Using the advanced business intelligence features of the Audit Tracking & Response system, facilities can identify their own top issues. In addition, FormFast provides consulting services to identify potential risk, find areas of concern, and develop action plans.

FormFast Audit Tracking & Response Overview:

- Industry leading Workflow Automation
- Facility defined workflow patterns and alert levels
- User friendly online data input
- Process tracking and progress reporting
- Centralized medical record and correspondence repository
- Control center dashboard view for RAC audit managers
- Email notifications
- Online reporting and business intelligence
- Secure review and discussion forum for each audited record
- RAC denial reason, DRG, win/loss, and dollars at risk trend reports
- Cumulative user input reports to aid in drafting the appeal letter
- Claim & CMS billing data integration
- RAC standards compliant Medical Record packaging



Business Intelligence

The data mining features in the Audit Tracking & Response solution can help providers quantify exposure in RAC-focused areas and then drill down to identify problem areas in order to focus process improvement efforts. By presenting a dashboard of timelines and processes and statistical information in trend graphs and report views, hospitals can understand their current RAC risk, monitor their ongoing RAC-related efforts and manage appeals.

Reports include:

- Number of recoupments sorted by a time period, ie. per fiscal quarter or month.
- Top DRGs being challenged.
- Dollar value and count of pending appeals.
- Win & Loss reports by DRG, Issue Type, and trend line.
- Dollar value of challenged claims with options for grouping by DRG, Issue Type, and trending over time periods.
- Dollar value and count of closed appeals.
- Dashboard views of all pending appeals.
- Dashboard view of due dates, appeal levels, and process status; color coded by days remaining to deadline.
- Report of all records requested, their fulfillment dates, and determination due dates.

Since 1992, FormFast has been passionate about delivering high-value document automation and management systems to healthcare providers. FormFast technology supports the natural progression from time-consuming processes of filling, managing, and processing forms manually to the increased efficiency of an output management system, with electronic forms and form packets automatically filled and printed on-demand. This evolution is supported with the workflow system, FastFlow, which manages document routing, approval, collaboration, and integration with archival systems.



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