

# InSight Audit®

Recovery Audit Program statistics show dramatic increases in improper payments each and every quarter, with no end in sight. Despite that trend, a recent RACTrac Report from The American Hospital Association indicates that members win 75% of their Recovery Audit appeals. Yet those same hospitals appeal only 40% of those take-back demands.<sup>1</sup>

What is keeping hospitals from filing more appeals and generating a better success record in the audit process? The challenges start with the lack of visibility that administrators have into their audit exposure, compounded by inefficient audit processes and limited resources.<sup>2</sup>

With the number of auditing entities growing, now is the time to establish a winning strategy to improve audit results with reduced compliance and financial risks.

## The Problem

The Recovery Audit Program was implemented to protect the Medicare Trust Fund from fraud, abuse and waste. However, Recovery Audits challenge hospitals as they struggle to manage the audit process and minimize financial impacts, including:

- **Revenue loss due to take backs** of already-collected money.
- **Administrative burden** of complying with chart requests and managing the appeal process.
- **Expanding payor audits** based on the level of success of the Recovery Audit Program.
- **Lack of transparency** in reporting audit-related financial exposure, denials, and appeal success rates.

## InSight Audit: The Solution

InSight Audit is a comprehensive, web-based audit management tool that helps hospitals develop and maintain an efficient and transparent audit process resulting in success rates much higher than the national average.

The software manages all types of audits from one central location, and creates the core audit tracking and correspondence database required to minimize exposure and give hospitals the best chance for successfully appealing audit denials.

InSight Audit marries audit-specific tools with workflow and reporting capabilities designed for navigating the multiple levels of inquiries and appeals – all the way to the Federal District Court (FDC) level for Medicare appeals.

## Key Capabilities

- Automatic identification of audited claims to avoid double-jeopardy.
- Intuitive and comprehensive workflow creation to match your organization.
- Enterprise-wide reporting on risk values, trends and tracking milestones.
- A knowledgebase with letter templates and proven winning arguments.
- A hosted solution that requires no on-site installation or maintenance.
- Integration and data conversion support for other audit tracking systems.



## Claim, Remittance and Health Information Systems Integration

InSight Audit also supports claim and remittance interfaces that automate claim data entry and monitoring of incoming payment adjustments, including:

- **Real-time patient information retrieval** by creating the electronic Additional Documentation Request (ADR) letter and electronic submission of medical documentation (esMD).
- **Explanation of Benefits (EOB) retrieval** for viewing all EOBs associated with a claim, and tracking payments, recoupments, denials, and refunds.
- **Health Information Systems (HIS) integration** and visibility by populating HIS account notes with actions recorded in InSight Audit.

## Seamless interface with leading organizations and programs

- The Centers for Medicare and Medicaid Services (CMS) has certified InSight Audit to provide electronic submission of medical documentation (esMD) to Recovery Auditors, Medicare Administrative Contractors and other review contractors. The expansion of the esMD program to include electronic delivery of ADR letters, appeal letters, result letters, demand letters, and more.
- Access and automatic upload of ADR lists from payor or contractor websites.

- Executive Health Resources (EHR) has certified InSight Audit as a Platinum-level solution providing full electronic integration of data and image transfers for commercial audits and all Medicare review types between EHR and InSight Audit.
- The American Hospital Association, as a certified compliant tool with AHA's latest protocol for submitting data to its RACTrac survey.
- Integrates with the full HIPAA 835 interface engine in InSight Denials®, providing a single-platform denial management tracking system.

### Multi-department, Multi-site Workflow

InSight Audit features a comprehensive workflow tool that adapts to your organization and distributes tasks across multiple team members, departments and facilities. The central patient record status is updated automatically through the audit process.

Integrated workflow tracking ensures individual accountability at each step. Automatic e-mail alerts notify users about upcoming schedules and deadlines, and complete appeal histories are compiled for the audit trail.

### Reporting

InSight Audit provides a range of standard and custom reporting capabilities that enable staff to quickly identify and trend areas of exposure and multi-level appeals. Standard reporting includes: denial reasons, refunds and recoupments, billed DRG and CPT risk, appeal and overturn percentages, financial risk, physician and coder, and workflow productivity.

### Knowledgebase

InSight Audit leverages a knowledgebase of best practices, payment rules, and a growing set of Recovery Audit and other audit-specific content that enable best practice standardization and efficiencies.

These include correspondence templates and workflow diagrams, complete record checklists, appeal request forms, winning argument references from Medicare regulations and the Social Security Act, and prior precedent from overturned Administrative Law Judge (ALJ) appeals.

### Application Service Provider (ASP) Solution

InSight Audit is a web-based solution, streamlining both implementation and use with automatic software and content updates.

### Secure and HIPAA-compliant

InSight Audit encrypts all transmissions with full 128-bit data encryption using secure sockets layer (SSL) with a key provided by VeriSign®, and fully complies with all HIPAA technical security and privacy provisions.

### Training and Support

Craneware provides a full range of award-winning training, implementation, technical support, and professional services. Training is offered onsite, live online, and via self-paced online courses on the Craneware Performance Center. Professional services help hospitals with project planning, rapid implementation, integration, and custom training programs to ensure best practices for sustainable benefits. In addition, Craneware offers a full-service outsourced audit consulting solution to manage any portion of your audit process.

### The Bottom Line

InSight Audit is a powerful application designed to manage and streamline audit reporting, tracking and workflow challenges. As a hosted solution backed by a team of audit specialists, it provides access to current information on the most effective tactics in successful claim audit appeals.

### About Craneware

Craneware (AIM: CRW.L) is the market leader in software and supporting services that help healthcare providers improve margins so they can invest in quality patient outcomes. The company's flagship solution, Chargemaster Toolkit®, has earned the KLAS No.1 ranking in Revenue Cycle – Chargemaster Management since 2006 and is part of our value cycle management suite, which includes Patient Engagement, Charge Capture & Pricing, Coding Integrity, Revenue Recovery & Retention, and Cost Analytics solutions. To learn more, visit [craneware.com](http://craneware.com) and [thevaluecycle.com](http://thevaluecycle.com).

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## Key Benefits of the Craneware InSight Audit Approach

### Increased Cash Retention

- Clients have won more than twice as many appeals than their peers nationally.
- Identification of financial indicators, including dollars risked, win/loss, and denial trending.

### Improved Efficiency

- Optimized staff time by task distribution to individuals and departments.
- Electronic submission of medical documentation (esMD) to Recovery Auditors and contractors.
- Full electronic data and image integration with EHR for commercial audits and all Medicare review types, including RAC
- Integrated workflow reports to ensure accountability.
- Automatic e-mail alerts for deadlines.

### Reduced Compliance Risk

- Automatic identification of audited claims.
- Compliant with all HIPAA provisions.
- Automatic capture of appeal histories.
- Identification of recurring issues leading to appeal failure.



Chargemaster Toolkit® is ranked No.1 in the Chargemaster Management category for the twelfth year in a row (2006 – 2018).

in the "2018 Best in KLAS Awards: Software & Services" report, published January 2018. Data © 2017 KLAS Enterprises, LLC. All rights reserved. [www.KLASresearch.com](http://www.KLASresearch.com)



For the past 12 years, HFMA staff and volunteers determined that Craneware's Chargemaster Toolkit® meets specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guarantee the use of this product.

<sup>1</sup> American Hospital Association, Results of AHA RACTRAC Survey, 2nd Quarter 2012

<sup>2</sup> Polls during webinar presentations to members of the Healthcare Financial Management Association and the National Rural Health Association