

With the Recovery Audit Contractor (RAC) Program nationwide rollout, providers are now exposed to unprecedented financial risk. The demonstration program has left providers with more questions than answers.

What is our level of exposure?

What kind and how many resources will be needed to comply and defend the audit?
How will we manage the process?



The answer is a multifaceted approach involving

- RAC software
- Knowledgeable healthcare professionals with clinical and appeals experience
- A proven process framework.

STEPS IN THE CASHFLOW GUARDIAN MULTIFACETED APPROACH:

Financial Exposure Assessment

- Determine your organizations level of exposure to the RAC Audit.
- Assess the dollar value of potential recoupments and the volume of medical record requests.
- Evaluate resources required to support the volume.

Pre-Audit

- Perform a pro-active review of all claims activity for the audit period.
- Identify focus areas for the audit and develop corresponding defense strategies.
- Identify areas of improvement to reduce and prevent future RAC requests.

Tracking RAC Requests

- CFG's defined workflow and tracking automates follow-up with email notifications and status reporting.
- Each stage of the process from the initial medical record request to the appeal process is tracked in the CFG WorkFlow, including canned forms and letters.

Manage Resources

- RAC committees use CFG to manage the volumes of RAC activity at each stage of the information request and appeal process.

Training and Education

- Use the results grouped by area of focus to perform inservice training for doctors and staff.
- Identify the issues immediately and make adjustments to limit RAC exposure.

KEY BENEFITS OF RAC APPROACH:

- Reduction of RAC Recoupments
- Efficient Use of Fewer Resources
- Immediate Return on Investment
- Consistently Applied Rules
- Improved Controls
- Improved Decision Making
- Improved Financial Performance

FEATURES OF RAC APPROACH:

- Defined Workflow
- Auto Reminders
- Action Assignment
- Document Attachment
- Dashboard/Scorecard
- Continuous Monitoring
- Dynamic Reporting
- Results Ranked by Severity
- Updated Rules to Address New RAC Focus Areas