Healthcare
Industry Solution

RAC Administration

Don't be caught unprepared when a RAC audit comes your way

The Payoff

- Prevent lost revenue due to overpayment findings
- Respond to RAC auditors' requests within timelines
- Minimize audit expenses

The Basics

If a RAC audit letter arrives in the mail tomorrow, are you ready? RAC audits have the potential to cost your organization millions of dollars. Not only do you have to worry about paying for overpayment determinations, gathering documentation for the audit can be outrageously expensive.

The Challenges

RAC audits aren't a matter of "if," they're a matter of "when." And they affect a number of departments at your organization. HIM, patient financial services and compliance departments all need to find supporting documentation under strict guidelines.

- Staffing and manually searching for documentation is time consuming and expensive
- Requested information and appeals have to be ready before deadlines are up or overpayments will be assumed
- Insufficient proof of medical necessity leads to overpayment determinations

The Solution

You can't afford to be unprepared. The OnBase RAC Administration solution is your tool against the costly aspects of the RAC program. The audit process is easier and less expensive when you have all the information you need to prevent overpayment determinations in one place.

We did our homework

We took the time to develop a solution based on our customers' real life experiences. We reached out to our strong base of OnBase customers in regions that participated in the initial demonstration of the RAC program. We walked in their shoes to uncover the issues surrounding the audit process.

Working with them, we designed a solution that addresses the toughest parts of a RAC audit so when a RAC letter arrives in the mail, you're ready.

Meet deadlines without adding staff

The OnBase RAC Administration solution manages the audit process from start to finish so you don't miss a deadline or have to hire more people.

OnBase
a Hyland Software solution

RAC auditors made 525,000 overpayment determinations during the demonstration program. Of 102,000 appeals, only 4.6 percent of the reviews were overturned. A single appeal can cost up to $30,000.

Instead of manually pulling documents and tracking progress on a spreadsheet, you manage the entire audit – documents and progress – in an easy-to-view dashboard. OnBase alleviates searching through piles of paper and scores of electronic files, and it eliminates tracking requests individually. You complete the audit on time and without more staff.

Once an auditor's request is received, OnBase calculates deadlines and claim expenses while tracking tasks, assignments, dates and more. A dashboard view of all requests clearly shows the time remaining to complete the next step.

- Automatic e-mail notifications keep the process moving and remove hold-ups
- Documents can be scanned in directly from the RAC Administration solution
- Management views drill down by specific criteria to identify current bottlenecks
- Historical activity lets healthcare organizations determine trends and weaknesses in the RAC response so the next audit can be even more efficient

All the information to prove your case

Without the right documents (lab results, clinical information, progress notes, etc.), you don't have the proof to prevent overpayment determinations. OnBase lets you to store all of this information in a central repository. By scanning in paper and importing content from disconnected systems, you have what you need to justify the payments you deserve all in one place. And when proving your case, information is the most powerful tool you have.

Why OnBase?

With the OnBase RAC Administration solution, healthcare organizations are ready for a RAC audit. They can efficiently manage and track requests to stay on schedule and keep costs down. And because OnBase is a document management solution, they have all the data and documentation they need to prevent overpayment determinations in one place.

Maybe that's why OnBase is the only document management solution, and one of only six solutions overall, named "RACTrac-Compatible" by AHA.

- Prevent lost revenue due to overpayment findings
- Respond to RAC auditors' requests within timelines
- Eliminate the need to hire staff to manage audits; minimize audit expenses

time to make a difference.

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That's effective document and process management.

That's the OnBase difference.

Learn more at OnBase.com/RAC

OnBase
a Hyland Software solution

RAC TRAC

©Hyland Software, Inc. All rights reserved. v9002.02.11 - 017002