How can we manage readmissions and audit volumes?

REVENUE OPTIMIZATION COMPASS
OSF Healthcare System
1,540 Beds | Peoria IL

CHALLENGE
OSF needed to manage audit volumes and surrounding workflow. They hoped to use analytics to prevent future audits and takebacks, including readmission penalties.

SOLUTION
Leverage Revenue Optimization Compass (ROC) to Prevent Audits and Penalties

UTILIZE AUDIT CONTROL
ROC’s workflow management tracks all pre- and post-payment audits through Audit Control. OSF staff can update progress and outstanding tasks related to each stage of the audit process.

ANALYZE AUDIT OUTCOMES
ROC’s audit workflow leverages robust analytics on the back end, allowing OSF to investigate their outcomes by auditor, facility, and specialty, and to track mitigation efforts over time.

TRACK & MITIGATE READMISIONS
OSF’s custom readmissions dashboard offers visibility into trends from several different perspectives. Additionally, ROC’s Risk Target Library, a preventative approach to reducing revenue risk, allows OSF to review cases for questionable readmission.

PROCESS

1. Understand Past Performance
   - OSF compliance team worked with their ROC dedicated advisor to create a custom dashboard looking at readmissions from multiple perspectives including by facility, DRG, specialty, and readmission type.
   - Analytics from the dashboard allow them to identify trends early. This data is shared with the case management and UMR teams to inform changes to processes and protocols.

2. Prevent Future Readmissions
   - Rule 191 in ROC’s Risk Target Library flags 30-day readmissions for risk-adjusted conditions that are penalized by Medicare.
   - OSF identifies stakeholders from UMR and case management to run a proactive review of recent claims flagged by risk rule 191 to determine if they will have a dramatic effect on Medicare reimbursements.

RESULTS

Impact Highlights
78.5% Appeals success rate
$760,981 Dollars at risk for questionable readmission (last six months)

OSF Gained Visibility Into:
- Audit volume and distribution by auditor and type
- Most audited facilities, physicians and departments
- Top areas of revenue risk based on known issues and experiences

Increased Scrutiny on Readmissions
- Medicare will penalize organizations if their 30-day readmissions rate for certain conditions is greater than the acceptable mean
- This penalty would result in a 1% reduction in payment. If the mean isn’t met a second year, the penalty increases
- Risk-adjusted conditions include pneumonia, CHF, major joint replacement, coronary bypass, AMI, and COPD

Impact Highlights OSF Gained Visibility Into:
- FTE saved with Audit Monitor workflow
- $74K Saved annually
- 8–12 hrs Saved quarterly with RACTrac
- 10 hrs Saved quarterly by automating readmissions report

IMPACT