

RxRAC

RAC Assistance



Compliance Concepts, Inc.

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RxRAC MODULE OVERVIEW

CUSTOMIZED SOLUTION

During these tough economic times, healthcare organizations are struggling with less manpower and more governmental regulations. According to Centers for Medicare and Medicaid Services (CMS) 2007 RAC Status Document, the estimated amount of improper Medicare payments exceeds \$10 billion annually. In order to recover these lost funds and reduce future losses, CMS launched the Recovery Audit Contractor (RAC) demonstration program in five states. With the success of the demonstration program, CMS has announced the Permanent RAC program. The nationwide rollout is slated to be fully implemented by 2010.

RXRAC PROCESS

Our team of experts will act as your RAC team by managing the entire RAC process for your healthcare organization. From the time of the first letter received (requesting medical records) to the last level of appeal, CCI will be your RAC team. Each step in the RAC process will be handled within our team.

01. Educate staff and leadership on the RAC initiative.
02. Streamlining process improvement methods and form revisions.
03. Coordinating release of information.
04. Manage and Monitor CCI RxRAC Database.
05. Mail records/CDs via certified mail.
06. Assist with reviewing, writing and appealing denials.
07. Educate and report on denials.
08. Assist with quarterly reporting to AHA RAC TRAC.
09. Verify financial impact.
10. Suggest compliance plan revisions.
11. Contact RAC with any questions/concerns.

The RAC program comes with tight deadlines and mounds of paperwork. Is your healthcare organization ready for this increased workload? Without continual monitoring and guidance, healthcare organizations stand to lose Medicare dollars due to inability to respond to the RAC requests and formulate appeals on a timely basis.

RAC SPECIALISTS

Having developed a practice devoted exclusively to healthcare compliance related services, and having had extensive experience in serving a vast array of healthcare clients throughout the United States (including hospitals, long-term care facilities, physician practices, ASCs and integrated delivery systems), we are confident that we can fulfill your RAC needs. As well as hands on experience with the demonstration program, Donna Wilson (from the state of South Carolina) will be able to share her expertise with your staff to better understand the impact of this powerful initiative.



SOFTWARE PLATFORM

The Compliance Concepts software platform, utilizing cutting-edge technology developed by Cura Software Solutions, instills the processes in the organization that allow for the assessment, management and monitoring of any Risk, Control, Event and Compliance items by using multiple frameworks and methodologies.

BUSINESS FEATURES

- **Management of all Risk and Compliance** within one flexible, configurable solution. The CRS/2 platform provides easy access to information with the ability to configure custom workflows.
- **Clarity Through Convergence.** CRS/2 enables managers to improve their understanding of the compliance issues and exposures facing the business at an operational and strategic level.
- **Virtual Autonomy.** CRS/2 enables each department to track its data in its own unique workflow, parameters, calculations, and metrics. This allows staff to retain responsibility and independence in their business areas.
- **Improved efficiency** through simple to use e-mail notification and web interfaces. The solution streamlines the identification, assessment, review and treatment processes.
- **Enhanced business decision** through superior reporting and analysis.

RxRAC MODULE SPECIFICATIONS

The RxRAC module is one of several exclusive methodologies (processes and procedures) developed by CCI that can be loaded into the CRS/2 platform and made available to your users.

RxRAC FEATURES INCLUDE

- Complete configuration of parameters
- Customized views, workflows and steps
- Key Risk Indicators
- User Defined Metrics
- Link between elements in the system
- Tasks, actions, notifications and escalations
- Full Audit Trails
- Analysis and extensive reporting
- Trending and Snapshot capabilities
- Import / Export functionality
- Unlimited Hierarchy operational setup

My Incomplete Tasks		Due Tasks	Incomplete Tasks	All Tasks	
Name	Date Last Cha.	Description	Priority	Start Date	Due Date
Check Alexander (123456789A) Step 02	3/3/2009	Step 01 - Pull HDM [30 days]	3	2/25/2009	3/2/2009
Check Alexander (123456789A) Step 01	3/3/2009	Step 03 - RAC Determination [40 da...	3	2/25/2009	3/2/2009
Check Alex (123456789A) Step 03	3/3/2009	Step 01 - Pull HDM [30 days]	3	2/24/2009	3/2/2009
Check Alex (123456789A) Step 02	3/3/2009	Step 01 - Pull HDM [30 days]	3	2/27/2009	3/2/2009
Check Alex (123456789A) Step 01	3/3/2009	Step 01 - Pull HDM [30 days]	3	3/3/2009	3/2/2009
Check John (123456789A) Step 03	3/3/2009	Step 03 - RAC Determination [40 da...	3	3/3/2009	3/2/2009
Check John (123456789A) Step 02	2/27/2009	Step 01 - Pull HDM [30 days]	3	2/27/2009	3/2/2009
Check John (123456789A) Step 01	2/24/2009	Step 01 - Pull HDM [30 days]	3	2/24/2009	3/2/2009
Check William (123456789A) Step 02	2/24/2009	Step 02 - Mail Reseal Confirmation...	3	2/24/2009	3/2/2009
Check William (123456789A) Step 01	2/24/2009	Step 04 - RAC Rpt/mtl [30 days]	3	2/24/2009	3/2/2009
Check William (123456789A) Step 03	2/25/2009	Step 02 - Mail Reseal Confirmation...	3	2/25/2009	3/2/2009
Check William (123456789A) Step 01	2/25/2009	Step 01 - Pull HDM [30 days]	3	2/25/2009	3/2/2009
Check William (123456789A) Step 02	2/25/2009	Step 02 - Mail Reseal Confirmation...	3	2/25/2009	3/2/2009
Check William (123456789A) Step 03	2/25/2009	Step 03 - RAC Determination [40 da...	3	2/25/2009	3/2/2009
Check William (123456789A) Step 01	2/25/2009	Step 01 - Pull HDM [30 days]	3	2/25/2009	3/2/2009

Patient Information	
General	Medical Records
Patient Audit Status: ① Step 0 REC #: ① 12345 Date of Birth: ① 2/15/78 Date of Service - From: ① 3/3/2009 Date of Service - To: ① 2/4/2009	Claim Number: ① 15987532658945 Medical Record Number: ① A00066158 Patient Account Number: ① 200596214

Name	Date Last Cha.	Description	Priority	Start Date	Due Date
Brown, John (123456789A) Step 01	3/3/2009	Step 01 - Pull ...	3	2/27/2009	2/27/2009
Brown, John (123456789A) Step 02	3/3/2009	Step 02 - Mail ...	3	2/27/2009	3/2/2009
Brown, John (123456789A) Step 03	3/3/2009	Step 03 - RAC...	3	3/3/2009	5/2/2009

For more information contact
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