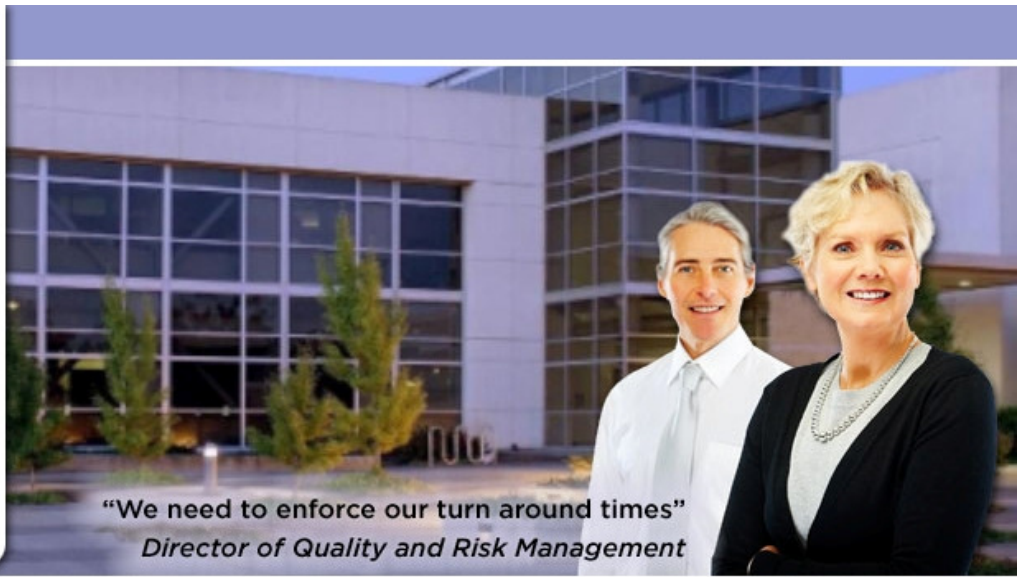




IDinc emails inform, remind and escalate.



"We need to enforce our turn around times"
Director of Quality and Risk Management

HOME

PRODUCTS

RISK

QUALITY

COMPLIANCE

E-FORMS

SERVICES

RAC DENIALS TRACKER

This module is used by HIM, Compliance and Case Management to manage the Appeals process for all RAC denied cases. From record request to final settlement, the Workflow Engine monitors the timeliness of all the time sensitive steps of the process. Tasks are linked so the completion of one automatically initiates the next task assigned to the appropriate person. Task assignments, reminders and escalation notices are communicated via email.

A diary displays all completed steps and the deadline for the next step of the process.

Denial Log records the specifics of the case including the reason for denial, the specific DRG's and pertinent dates.

Scanner Interface automatically engages the scanner and allows attaching of pertinent documents such as denial letters using a one click function and eliminating the cumbersome process of using the standard software of the scanner.

A Forms Module stores all pertinent appeal forms and automatically inserts the relevant information into the form.

Included are various reports, dashboards and screen views to keep management informed of the status of each case and the overall picture of the cases under appeal.

RAC DENIALS TRACKER

Major Features and Functions

- Workflow Engine driven process, automated task assignments
- Turn around time monitoring for each step of the way
- Email based Notifications, Reminders and Escalations
- Categorize Denials such as Medical Necessity and DRG
- Bridge from the Dashboard to each case for review
- Electronically store Mail tracking slips, responses and letters
- Fully customizable screens and task assignments to fit the organization



- HOME
- PRODUCTS
 - RISK
 - QUALITY
 - COMPLIANCE
 - E-FORMS
- SCREEN SHOT

Customer Specific Applications

Current User: Didier Salem (Didier)

Review Section History New task Attach Reset stat Forms Spawn Referrals Print Help Back

Patient: Salem, Didier Acct# 0302100047 MRN:0000529306 Case Management: CM-20582

RAC Denial Management Assigned to: [] Notify by Email []

Main FI/MAC Appeal QIC Appeal ALJ Appeal ACR Appeal US DC Appeal

Complex Review Request: 01/01/2010 Results: 03/10/2010 D = Medical Record Denied

Hosp: 177 - RESPIRATORY INFECTIONS RAC: 182 - RESPIRATORY NEOPLASMS Appeal Status: Decision Pending

Automated & Complex Review		Date of Service:	10/23/2009	Original Pay:	\$10,000.00
Audit/Batch#:	123	Medicare Pay Date:	11/21/2009	Overpayment:	\$5,000.00
Claim#:	123	Date of Denial:	08/11/2009	Ins/copay:	\$1,000.00
HIC#:	123	Receipt Date:		Recouped:	\$5,000.00
Discussion Start:	01/01/2010	Date of Recoupment:		Returned:	\$4,000.00
Discussion End:				Total Loss:	\$1,000.00

Discussion Notes: []

Last Updated []

Indicate the date in which the hospital may choose to make a formal rebuttal directly to the RAC arguing that the denial was inappropriate. The rebuttal period during the demo was within 30 days of the demand or notification of the denial letter.