Boca Raton Regional Hospital is an advanced tertiary medical center with 400 beds and more than 800 primary and specialty physicians on staff. The hospital is a recognized leader in oncology, cardiovascular disease and surgery, minimally invasive surgery, orthopedics, women’s health, and emergency medicine—all of which offer state-of-the-art diagnostic and imaging capabilities.

**Challenges**

Although the hospital was using a solution for managing RAC, CMS, and other payer audits, management was not satisfied with the results. The hospital was looking for an audit management system that would:

- **Provide a higher level of detail.** Boca Raton Regional Hospital wanted a solution that allowed it to delve deeply into information required for managing audits and that would allow for more data analysis.
- **Allow for audit analysis at the code level.** The hospital wanted the ability to gather information related to audits and the associated CPT® codes, DRGs, and other codes to analyze trends.

**Highlights**

Implementing Optum™ Audit Management helped Boca Raton Regional Hospital:

- Enhance administrative efficiency through automation, workflow, and tracking that allows a single person to handle all hospital audits
- Minimize audit risk and protect revenue from take backs
- Streamline and automate deadline and activity tracking for RAC and other audits
- Provide actionable reporting to support process improvements
• **Analyze claims to prevent RAC audits and help determine any financial risk.**
  The hospital wanted a solution that could analyze current and past claims to find any that might trigger audits, and to help it take actions to reduce any future reviews.

• **Provide a comprehensive solution for managing RAC and other payer audits.** The hospital had been subject to a number of audit take backs, and wanted a solution that would help it better manage all of its audits, and reduce future risk.

“Overall, we needed a better solution for RAC and other audits,” says Veronica Small, director of patient financial services (PFS) for Boca Raton Regional Hospital. “Our current solution wasn’t delivering what we needed, and we needed a better system.”

**Solutions**

Boca Raton Regional Hospital examined solutions from multiple vendors, and chose Optum™ Audit Management. The hospital was already using the Optum MedicareRT® Claims System for Medicare claim review and submission, and had been very pleased with the product, as well as with its partnership with Optum, and the help and support Optum provided. MedicareRT Claims System captures and stores the claim data needed for CMS audits and integrates with Audit Management to improve the efficiency of tracking, monitoring, and managing the organization’s audits and appeals.

The hospital found that Audit Management offered the most robust feature set and was the simplest to use of the solutions it reviewed. Audit Management offers powerful tools to handle RAC, CMS, and other payer audits, and prevents future take backs based on target issues. Its sophisticated technology helps assess potential risk, manage the audit and appeal processes, monitor deadlines, identify root causes, and calculate net financial impact. In addition, Audit Management meets RAC and other audit program requirements, including MAC/FI prepayment, Medicaid RAC, commercial, and more. The application interfaces with MedicareRT Claims System to provide claim edits that address known issues, so future claims aren’t over- or underpaid.

“Optum Audit Management was clearly the best product for our needs,” says Small. “It has excellent reporting tools, it is easy to use, and it integrates with MedicareRT. It also has a separate functionality within the application that allows you to import claim data and payment data for non-Medicare audit transactions. In addition, we have found Optum to be helpful and trustworthy. They have been a good partner for us, and we were pleased to be able to expand the partnership.”

**Results**

Using Audit Management, Boca Raton Regional Hospital easily accesses all the claim details and other information it needs to handle RAC and other payer audits. The hospital expects that Audit Management will help minimize RAC recoveries, and minimize the staffing costs and manual work associated with audits. It also plans to use the system’s dashboard, which offers performance monitoring tools and identifies risk and outcomes through key performance indicators (KPIs) specific to audit activity.
Currently, Boca Raton Regional Hospital uses Audit Management for RAC audits and eventually plans to expand its use to non-RAC Medicare audits and other payer audits as well.

“Optum Audit Management has been a great benefit to us,” says Karen Heck, Boca Raton Regional Hospital A/R analyst, patient financial services. “I use it every day and can get far more accomplished with it than if I had to work manually, or use another system.”

Using Audit Management, the hospital now has detailed information regarding audit outcomes. It can categorize claims to identify issues with claim edits, billing units, CPT/HCPCS codes, DRG assignment, and patient status. Compiling this information enables the hospital to implement needed process changes as well as provide training and education throughout all departments, ensuring regulatory compliance. This strategic approach helps prevent future RAC and other Medicare audits and minimizes the potential risk of payment retractions.

Audit Management has also reduced the amount of work and staff required to handle audits. Heck is able to manage the current RAC volume by herself, which would have required two or three full-time staff members were it not for Audit Management’s automation and workflow functionality.

She adds that it improves productivity through its effective audit management tools. Claims payment and charge data, medical records due dates, appeal due dates, and calculation of copy costs are examples of information that auto-populates into the system, requiring minimal manual input. In addition, Audit Management allows users to attach stored documents to specific claims for efficient retrieval. The organization has had a large volume of audits, and the system has been proven invaluable in managing not only the audits, but the appeal activity as well.

One of Audit Management’s most powerful features is its dashboard, into which data automatically flows, providing KPIs that can be readily available to CEOs, CFOs, CMOs, and other senior-level management. Vitally important trending and status information is available through personalized views, in the form of pie charts, line graphs or bar graphs, reflecting the number of claims and the associated dollars. The drill-down feature provides detailed information down to the claim level.

Boca Raton Regional Hospital takes advantage of the Audit Management dashboard to send automated email alerts to designated contacts when claims are approaching the medical records due date, but have not yet been sent. The hospital also uses the dashboard for a high-level graphic representation of RAC activity.

In the future, Heck says that Audit Management will help Boca Raton Regional Hospital reduce the amount of money paid back due to RAC and other types of audits.

— Karen Heck
A/R Analyst, Patient Financial Services
Boca Raton Regional Hospital

“Optum has been an excellent partner for us. They listen to what we have to say, offer any help we need, and are willing to put enhancements into effect based on our suggestions. Optum’s help and the capabilities of Audit Management make for a very powerful combination.”

— Karen Heck
A/R Analyst, Patient Financial Services
Boca Raton Regional Hospital
"Optum Audit Management is an invaluable tool," she says. “I believe that eventually, we will be able to reduce payment retractions. I also expect that we will be able to use it for root cause analysis, which will be a very big benefit to the hospital."

Audit Management allows a provider to have an organized repository for maintaining audit requests and results. Heck says that one of the biggest benefits of Audit Management is not quantifiable.

"It allows for peace of mind and reduces stress,” Heck concludes. “I know that the data is there when I need it and that I have the tools I require to effectively manage the audits in a controlled manner."

About Boca Raton Regional Hospital
Boca Raton Regional Hospital is an advanced tertiary medical center with 400 beds and more than 800 primary and specialty physicians on staff. The hospital is a recognized leader in oncology, cardiovascular disease and surgery, minimally invasive surgery, orthopedics, women's health, and emergency medicine, all of which offer state-of-the-art diagnostic and imaging capabilities. It is a Joint Commission Designated Primary Stroke Center, and a recipient of the 2011 Distinguished Hospital for Clinical Excellence™ by HealthGrades®, a leading independent healthcare ratings organization.

About Optum360
Optum360 is a leading provider of patient-centered and client-focused revenue cycle services. With a comprehensive suite of technology, content and services, Optum360 is helping modernize health care financial transactions to make navigating the health system and understanding medical costs simpler and more transparent and intuitive for everyone.