



*American Hospital Association  
RACTrac Survey*

January 6<sup>th</sup>, 2010, 2:00-3:30pm

# Agenda

- What is RACTrac? – Advocacy and Education
- Registration
- Tracking Data
- Completing Survey
- Questions



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For more information on:

- RACTrac
- Tracking RAC activity with AHA's Free Claim Level Tool
- The RAC program - Denial Types and Appeal Process

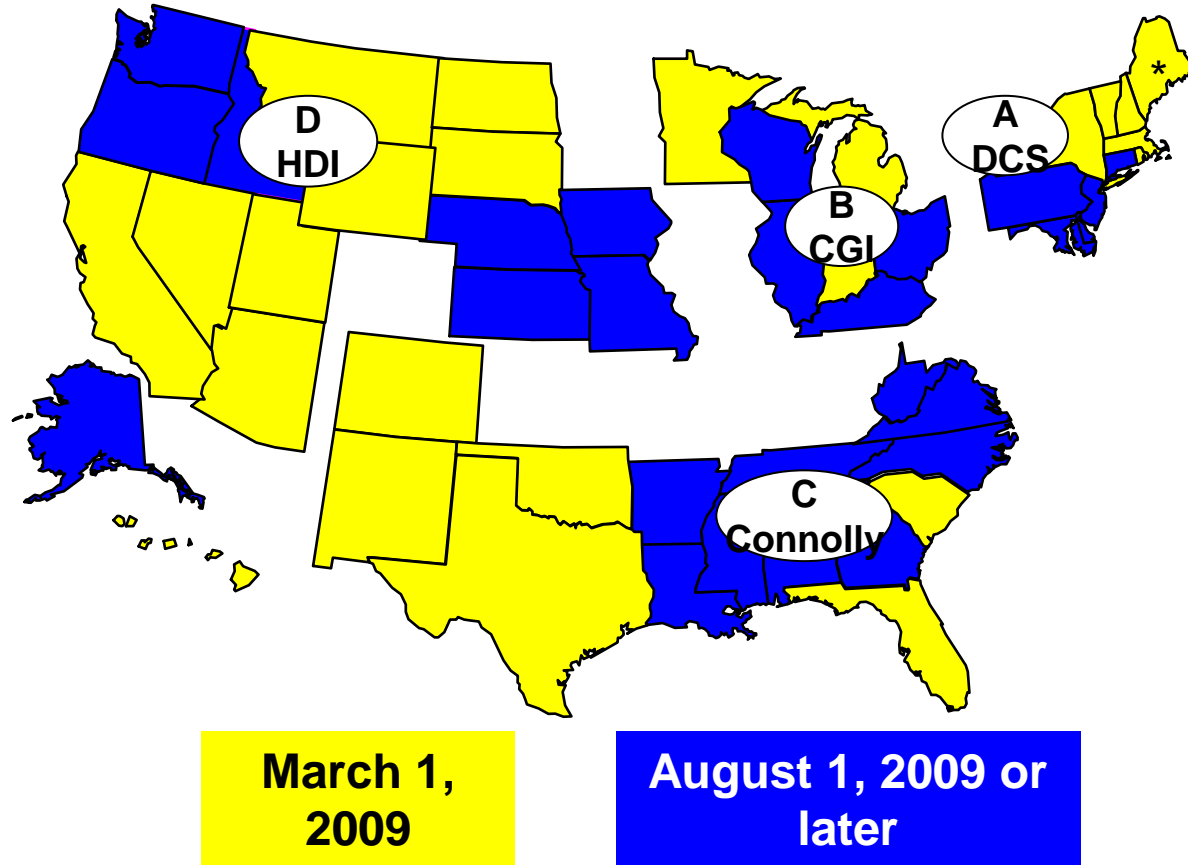
You can view the May 6<sup>th</sup> 2009 webinar located on AHA's site:

<http://www.aha.org/aha/issues/RAC/ractrac.html>



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# CMS' National Rollout Plan



\*VT, NH, ME, MA, RI, CT (J14) Part A claims (including Part B of A) will not be available for RAC review until August 2009 due to the MAC transition. Part B claims in RI will not be available for RAC review until August 2009 due to the MAC transition. All other Part B claims are available for RAC review beginning March 1, 2009.

# What is RACTrac?



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# What is AHA RACTrac?

- **Web-based survey** to collect RAC experience data from hospitals
- Unit of analysis is the hospital
  - General Medical/Surgical Hospitals including Critical Access Hospitals
  - LTCH
  - Psych
  - Rehab
- **Quarterly data collection**
  - Automated Denials
  - Complex Denials
  - Underpayments
  - Appeals
  - Administrative burden
- **Collect both quarterly snapshot and cumulative information on RAC experience to date**

**Review the RACTrac  
Survey Questions  
and Definitions at  
[www.aha.org/rac](http://www.aha.org/rac)  
under RACTrac!**



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# Why Advocacy is Needed

- Many issues within the RAC program were identified during the demonstration
- Now that RAC is live, identifying new issues as well as addressing issues not resolved from the demonstration is critical
- RACTrac will help build the case for program changes that reduce financial and administrative burdens



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# RAC Demo Findings

## RAC Impact: March 2006 to March 2008

Overpayments Collected: **\$992.7 m**

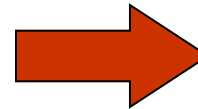
Less Underpayments Repaid: - (\$37.8 m)

Less \$ Overturned on Appeal: - (\$46.0 m)

Less PRG IRF Re-review: - (\$14.0 m)

Less Costs to Run Demo: - (\$201.3 m)

**BACK TO TRUST FUNDS**



**\$693.6 m\***

\*Chart does not account for many pending appeals.

**95% from  
Hospitals**



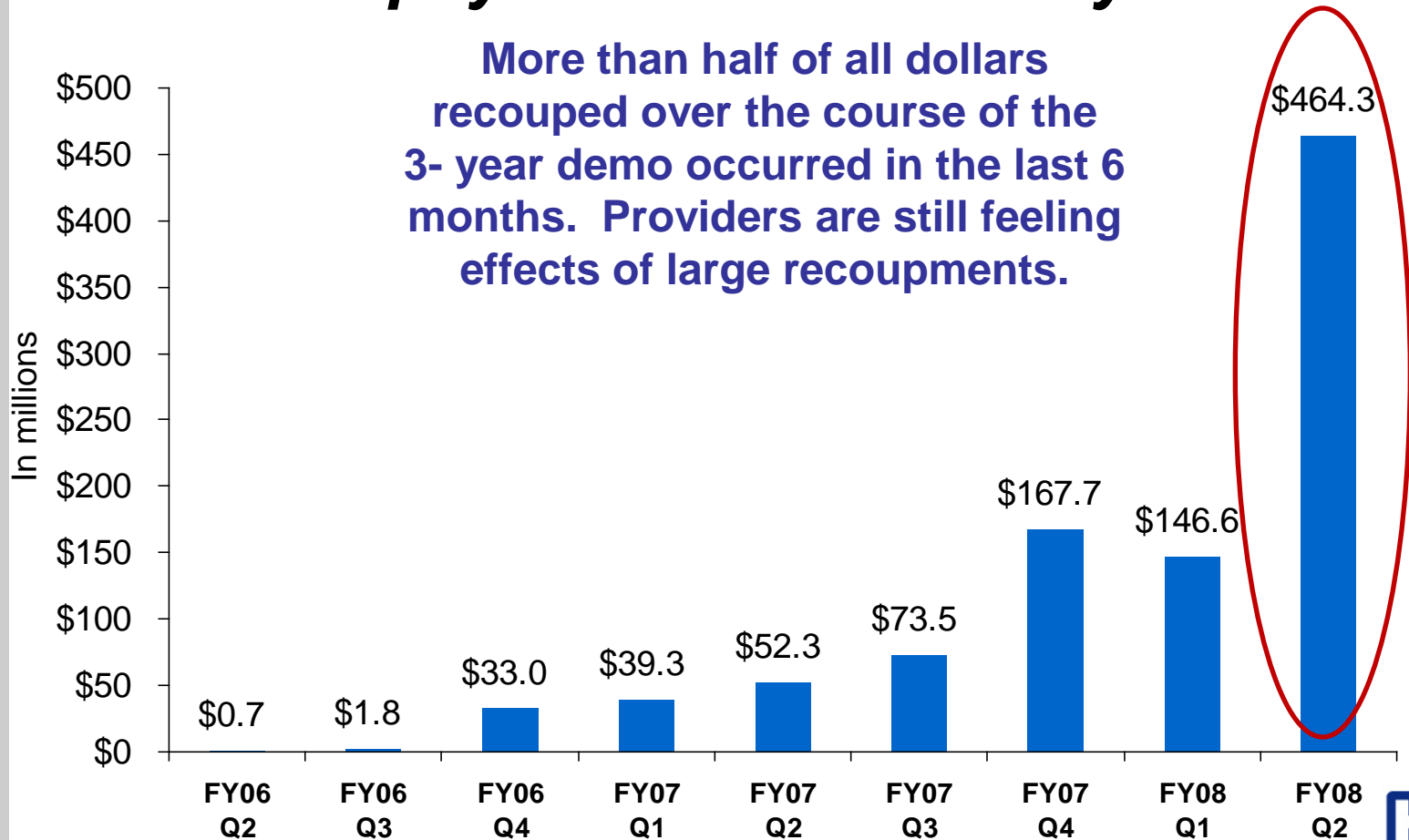
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# RAC Impact on Hospitals

## Overpayments Collected by Quarter:

More than half of all dollars recouped over the course of the 3-year demo occurred in the last 6 months. Providers are still feeling effects of large recoupments.



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# RAC Demo Findings

## *RAC Appeals Experience to Date*

	July 2008 Data thru 3-31-08	September 2008 Data thru 6-30-08	January 2009 Data thru 8-31-08
Total RAC Denials	525,133	525,133	525,133
Overall Appeal Rate	14.0%	19.6%	22.5%
Overturn Rate for Appealed Denials	33.3%	34.9%	34.0%
Overall Overturn Rate	4.6%	6.8%	7.6%

Source: CMS Demo Report Update to Appeals Numbers – [www.cms.hhs.gov/rac](http://www.cms.hhs.gov/rac)



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# Advocacy and Education

- RAC experience data is collected via survey from hospitals to educate the field about trends in RAC audit activity and to advocate for continued changes in the RAC program
  - Because it is data driven, it represents the provider community instead of individual stories
  - RACTrac education, through hospital associations, uses survey results to help hospitals focus on specific challenges



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# AHA RACTrac Goals

- Advocate for continued changes in the RAC program
- Educate the field
- Make it simple for hospitals to report data to AHA for use in advocacy activities

***We are all in this together***



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# Registration



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# Registration

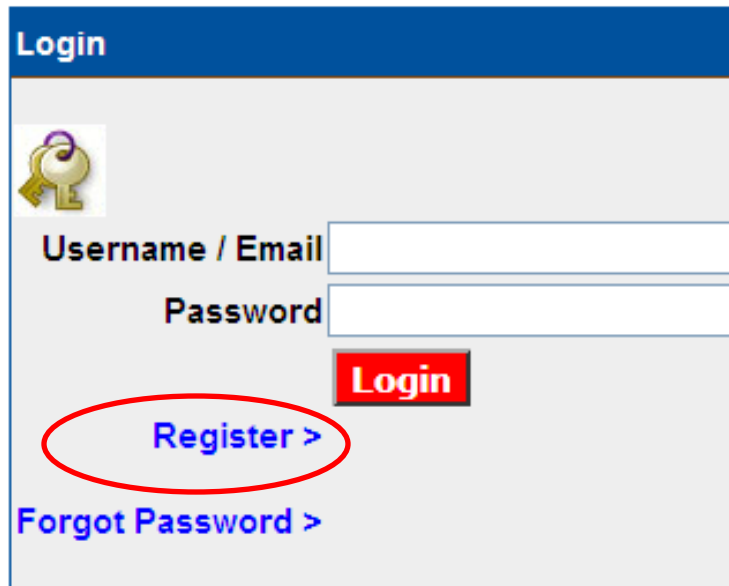
- In order to register you will need an **Organization ID and a Security Code** specific to your facility
- Hospital administrators participating in the initial January rollout of RACTrac should have already received their Organization ID and Security Code
- Additional communication to hospital CEOs providing registration information will be distributed as the RAC program is implemented nationally
- If you have not received this information, please contact AHA at [RACinfo@aha.org](mailto:RACinfo@aha.org)




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# Registration

- Once you have received your Organization ID and Security Code you may visit the RACTrac website and create an account here <http://www.aharactrac.org>
  - Log on to [www.aharactrac.org](http://www.aharactrac.org) and Click on Register



Login



Username / Email

Password

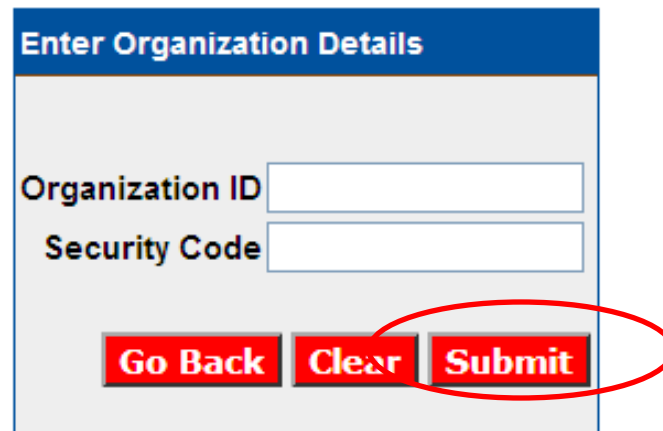
**Login**

[Register >](#)

[Forgot Password >](#)

# Registration

- To set up an account use the Organization ID and Security Code provided to you.
  - Enter the Organization ID and Security Code into the Organization Details box
  - Click on Submit



Enter Organization Details

Organization ID

Security Code

**Go Back** **Clear** **Submit**



# Registration

- Add as many facilities as you have an organization ID and security code for
  - If you are part of a system and are tasked with entering all data for each facility you can create one user name/log in and add each facility under your account



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# Registration

- For each hospital, fill in information regarding:
  - Metropolitan Associations
  - Regional Association
  - Budgeted Medicare revenue for current FY
  - Also review the Data Use Agreement



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# Registration

## Complete Registration for Hospital User

Hospital Name	System Name	City	State	Medicare ID	National Provider ID
Sacred Heart Hospital on the Emerald Coast	Ascension Health	Destin	FL	100292	-

### Metropolitan Associations

(Select multiple values by holding the CTRL key. Deselect by holding the CTRL key.)

### Please indicate any Metro or Regional Association affiliations

Akron Regional Hospital Association  
Dallas-Fort Worth Hospital Council  
Delaware Valley Healthcare Council of HAP  
Greater Cincinnati Health Council  
Greater Dayton Area Hospital Association

Central Ohio Hospital Council  
The Health Alliance of MidAmerica  
The Healthcare Assembly

### Record the budgeted Medicare revenue for your current FY

0.00

### RACTrac

#### Terms and Conditions of Use

RACTrac is a Web-based data collection tool that will enable collection and reporting of summary data from hospitals about RAC activities specifically to support the hospital field's advocacy activities related to the RAC program.

The AHA, hospital associations, health care systems and hospitals are partners in these data collection

[< Back](#) [Save](#) [register](#)



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# Registration

- After facilities are registered you're ready to submit survey data quarterly.
- We'll demonstrate this in detail later in the presentation

Welcome "user1"

Please do not use the internet browser buttons (e.g., back, refresh) while in RACTrac.

Home

Enter/Upload Data

View Prior Data

Reports

Registration

Resources

User Profile

Logout

Help >

Select an Organization for Data Entry / Upload

Hospital(s)

Please note that data entry applies to individual hospitals only.

Hospital Name	Address	State			
Sacred Heart Hospital on the Emerald Coast	7800 Highway 98 West	FL	<a href="#">Enter Data</a>	<a href="#">Upload Data</a>	<a href="#">Admin Burden</a>

1 - 1



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# Tracking Data



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# Tracking Data

- Three ways to track data in order to use survey
  1. Free Claim Level Tool – Basic tool provided by AHA to track RAC activity
  2. RACTrac Compatible Tools- Variety of tools (currently 11 with continuous additions)
  3. Fill out survey questions manually using your own tracking method



# Free Claim Level Tool

- Will generate a CSV needed for automatic survey submission
- Platform for organizing data that is manually entered by a hospital
- Static – can't be updated like a web based application. As the program changes, the Excel tool does not
- Prone to human errors; file is large and may run slowly
- One worksheet per hospital. You should not track more than one hospital in the claim level tool
- Hospitals should only track RAC activity in claim level tool



# Free Claim Level Tool

- AHA's Free Claim Level Tool can be found on the RACTrac page here:  
<http://www.aha.org/aha/issues/RAC/ractrac.html>
- If you would like to learn more about AHA's tool you may find the May 6<sup>th</sup> 2009 webinar helpful
- Recordings can be found on the same page below the section about the claim level tool



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Browser navigation bar showing address bar with URL: http://www.aha.org/aha/issues/RAC/ractrac.html. Includes search, translate, and other utility buttons.

## RACTrac Compatible Vendors

As of November 23, 2009, more than ten vendors of RAC activity tracking tools have successfully completed the process to gain certification as "RACTrac compatible." RACTrac compatible simply means that a vendor has created a mechanism (either a report summary or a CSV file) in their application to aggregate RAC experience data in a manner that is consistent with AHA RACTrac survey questions.

Many other vendors are currently working to become RACTrac Compatible. AHA strongly believes that there is not a one size fits all approach to internally managing your RAC audits, and therefore AHA does not support or endorse any particular product for RAC tracking. However we do encourage hospitals to ask whether or not the product they are considering is RACTrac compatible.

## Claim Level Tracking Tool

As noted above, internal tracking of audit activity is essential for managing the RAC process. Hospitals also will need to organize their data to properly respond to the **RACTrac** survey. In anticipation of needing to assist hospitals in internally organizing data, the AHA is making available to all hospitals a **FREE** claim level Excel tool to get you started.

- [Claim Level Excel Tool Download Instructions](#)
- [Claim level Excel Tool - Download to desktop now](#)

Please read the **terms and conditions** for the use of the AHA claim-level tool.

Held on May 6, 2009, 2PM EST

- **WMV Video File** - 36 minutes  
An overview of the RAC Program and timelines, AHA's involvement, and the AHA RACTrac Initiative.
- **WMV Video File** - 40 Minutes  
An in-depth discussion and demonstration of:
  - The AHA RACTrac Initiative
  - The "free" AHA RACTrac Claim Level Tracking Tool
  - AHA RACTrac Survey Tool as it relates to the Claim Level Tool
- **WMV Video File** - 13 minutes  
A general discussion of the methodology for reporting data in the RACTrac Survey Tool and how to locate and identify a RACTrac Compatible Vendor.
- **RACTrac Presentation Slides (PDF)**

Note: To facilitate downloads of these files, right-click on the blue links above, select the "save" (e.g., *Save Target As*) option on your browser, and save the file to your computer.

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[RACTrac Compatible Vendors \(Updated December 8, 2009\)](#)

[Vendors Still Working to be RACTrac Compatible \(Updated December 8, 2009\)](#)

If you are interested in becoming a RACTrac Compatible Vendor, or are developing your own tool internally, please [click here](#).

## Claim Level Tracking Tool

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# RACTrac Compatible Tools

- AHA is currently working with several vendors who have developed claim level RAC audit tracking tools and would like to make their tools RACTrac “compatible”
- Each vendor tool has different levels of functionality but all create CSV files that can be uploaded
- Currently there are 13 RACTrac compatible tools with more vendors being continuously added to the list



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# RACTrac Compatible Tools

- A RACTrac compatible tool will allow you to easily aggregate your RAC experience data and report it to AHA on a quarterly basis through [www.aharactrac.org](http://www.aharactrac.org)
- Ask your vendor – Is your tool AHA RACTrac “compatible?”
- See the current vendor list at [www.aha.org/rac](http://www.aha.org/rac) under RACTrac. The list is updated periodically



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# Tracking on Your Own

- Use your own method to track data and fill survey out manually.

Welcome "user1" **Please do not use the internet browser buttons (e.g., back, refresh) while in RACTrac.**

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**OVERPAYMENTS - AUTOMATED RAC REVIEWS**

Entering Data for Hospital: **Sacred Heart Hospital on the Emerald Coast** Current Quarter: **Jan**

<b>Overpayments (Automated)</b>	Overpayments (Complex)	Underpayments	Appeals	Administrative Burden
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**CUMULATIVE THROUGH END OF THE CURRENT QUARTER**

Check here if your hospital is not tracking automated claim denials.  
(If checked, skip to Overpayments - Complex RAC Reviews)

- There are 5 sections to the survey. The link to preview survey questions is located on AHA's RACTrac page: <http://www.aha.org/aha/issues/RAC/ractrac.html>



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# Tracking Data

- The Administrative Burden (RAC impact on facility staff) section can only be filled out manually
- Data tracked is rolled up so as to not include any confidential information
- Survey questions are a high level representation of impact



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# Completing Survey



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# Completing Survey

- Data is collected quarterly with collection period of about two weeks
- AHA will notify facilities before each collection period begins
- At this time the data collection periods are not set in stone and are dependent on RAC activity



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# Completing Survey

- There are 5 sections to the survey each requesting experience data regarding:
  - Automated Overpayments- generated automatically based on clear rules such as duplicate billing
  - Complex Overpayments- generated after a complex review of a claim such as medical necessity
  - Underpayments
  - Appeals
  - Administrative Burden



# Completing Survey

- After the CSV file is uploaded, the Administrative Burden section may be filled out at anytime before the collection period ends
- Lets take a look at how to upload a CSV file  
[www.aharactrac.org/home/](http://www.aharactrac.org/home/)



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# Survey Results

- Individual hospitals will have access to their own data
- Health Systems have access to hospitals within their system
- State Associations will have access to hospital survey results from their state
- Information is shared with associations and nationally to support advocacy and education

**Success is directly dependent on hospital participation!**



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# Why AHA RACTrac?

- ✓ Internally tracking RAC audit activity is essential for minimizing financial risk, identifying areas for improvement and surviving the RACs
  - *A claim management tool* will help you organize your data
- ✓ Data on the impact of the RACs on hospitals is essential for AHA to be successful in our advocacy efforts



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# Why AHA RACTrac?

- ✓ Participation in RACTrac will allow AHA to identify trends in reasons for denials across the RAC regions or at the national level. This information can be used for advocacy purposes.
- ✓ Hospital participation in RACTrac will provide AHA and the State Hospital Associations the data they need to advocate on your behalf
- ✓ RACTrac is FREE and available to hospitals that would like to provide data regardless of membership



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# Get Ready

- AHA RACTrac will begin collecting data from hospitals in January 2010.
- Look for resources at [www.aha.org/rac](http://www.aha.org/rac) under RACTrac

## Questions??

RACTracsupport@providercs.com



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