



*American Hospital Association  
RACTrac Survey*

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American Hospital Association



# Overview

- RAC Update
- What is *RAC*Trac?
- Initial *RAC*Trac Findings
- How to Make *RAC*Trac Work for You
- *RAC*Trac Registration
- Tracking Data
- Completing the *RAC*Trac Survey
- Submit Your Data Today!
- Questions



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# RAC Update



# RACs Are Here

- RAC Program implemented nationwide
- Automated and Complex Audits underway
- As of March 25<sup>th</sup>, 495 total audit requests to CMS; 365 approved
- Heavy focus on DRG Validation
- Coding Validations have begun
- Medical Necessity Reviews? Extrapolation?
- Health Care Reform expands RACs to Medicaid and Medicare Parts C and D



# RAC—Things to Watch Out For!

- ADRs going to the wrong address
- Multiple ADR letters in 45 day period
- RACs reviewing claims currently under review by another Medicare contractor
- CAHs receiving ADR requests related to DRG validations
- Limitations on Re-Review of Records
- The RAC in Region C is receiving 80% of medical records in 45-47 days
- Medical record tracking problem



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# Important Contact Information

## RAC Contact Information

RAC	Web site	Phone Number
RAC A -- DCS	<a href="http://www.dcsrac.com/portal.html">http://www.dcsrac.com/portal.html</a>	1-866-201-0580
RAC B -- CGI	<a href="http://racb.cgi.com/">http://racb.cgi.com/</a>	1-877-316-7222
RAC C -- Connolly	<a href="http://www.connollyhealthcare.com/RAC">http://www.connollyhealthcare.com/RAC</a>	1-866-360-2507
RAC D -- HDI	<a href="https://racinfo.healthdatainsights.com/">https://racinfo.healthdatainsights.com/</a>	1-866-590-5598 (Part A) 1-866-376-2319 (Part B)

## CMS RAC Project Officer Contact Information

RAC	CMS RAC Project Officer	Phone Number	Email
RAC A -- DCS	Ebony Brandon	1-866-201-0580	<a href="mailto:Ebony.Brandon@cms.hhs.gov">Ebony.Brandon@cms.hhs.gov</a>
RAC B -- CGI	Scott Wakefield	1-877-316-7222	<a href="mailto:Scott.Wakefield@cms.hhs.gov">Scott.Wakefield@cms.hhs.gov</a>
RAC C -- Connolly	Amy Reese	1-866-360-2507	<a href="mailto:Amy.Reese@cms.hhs.gov">Amy.Reese@cms.hhs.gov</a>
RAC D -- HDI	Brian Elza	1-866-590-5598 (Part A) 1-866-376-2319 (Part B)	<a href="mailto:Brian.Elza@cms.hhs.gov">Brian.Elza@cms.hhs.gov</a>



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# CMS Announces RAC 101 Calls

- On April 6<sup>th</sup> CMS announced a series of nationwide **RAC 101** calls:
  - **April 28, 2010 1:00pm - 2:30pm EST**
  - Phone Number: 1-877-251-0301**
- Calls also scheduled for:
  - Home Health and Hospice Providers
  - DME Providers
  - Physicians
- For dates and times: <http://www.cms.gov/RAC/>

(Click on “Recent Updates”)



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# AHA Resources

- AHA RAC Resources

- [www.aha.org/rac](http://www.aha.org/rac)

- Advisories

- RAC Program Basics

- Medicare Appeals Process

- Coding & Documentation Strategies

- Preparing for RAC Audits

- AHA RAC Education Series



## Member Advisory

REVISED April 29, 2009

### MEDICARE RECOVERY AUDIT CONTRACTORS (RACs): PERMANENT PROGRAM BASICS

#### AT A GLANCE

**The Issue:**

Initially established as a demonstration project in three states in 2005, the Medicare Recovery Audit Contractor (RAC) program is charged with identifying improper Medicare fee-for-service payments – both overpayments and underpayments. RACs are paid on a contingency fee basis, receiving a percentage of the improper payments they identify and collect. At the end of 2007, two additional states were added to the demonstration before it ended on March 27, 2008. Congress expanded the program to all states and made it permanent in Section 302 of the Tax Relief and Health Care Act of 2006.

In October 2008, the Centers for Medicare & Medicaid Services (CMS) named four permanent RACs. However, one month later, CMS was required to name an automatic stay on the rollout of the



## Member Advisory

March 3, 2008

### RECOVERY AUDIT CONTRACTORS (RACs): PREPARING FOR RAC AUDITS

#### AT A GLANCE

**The Issue:**

The Medicare Recovery Audit Contractor (RAC) program is authorized by Congress to identify improper Medicare payments – both overpayments and underpayments. The RAC program began operation in three states (California, Florida and New York) under a demonstration program and has since been expanded to two additional states (Massachusetts and South Carolina). The Centers for Medicare & Medicaid Services (CMS) plans to roll out a permanent, nationwide RAC program by 2010. As part of its rollout strategy, CMS intends to award contracts to four regional RACs by this April and begin review activity in all states by January 2009. The Medicare Recovery Audit







What is *RAC*Trac?



# 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
- *RAC*Trac will help build the case for program changes that reduce financial and administrative burdens



# RAC Demo Findings

## RAC Impact: March 2006 to March 2008

Overpayments Collected: **\$992.7 m**

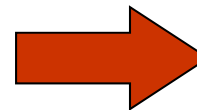
Less Underpayments Repaid: - (\$37.8 m)

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**



# AHA RACTrac Goals

- 1. Advocate for continued changes in the RAC program**
  - Identify new issues and address issues not resolved from the demonstration program
  - Build the case—using real data—for program changes that reduce financial and administrative burdens
- 2. Educate the field**
  - Help hospitals focus on specific challenges
  - Identify problematic trends in RAC activity on a statewide, region-by-region and national basis
- 3. 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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# Initial *RAC*Trac Findings



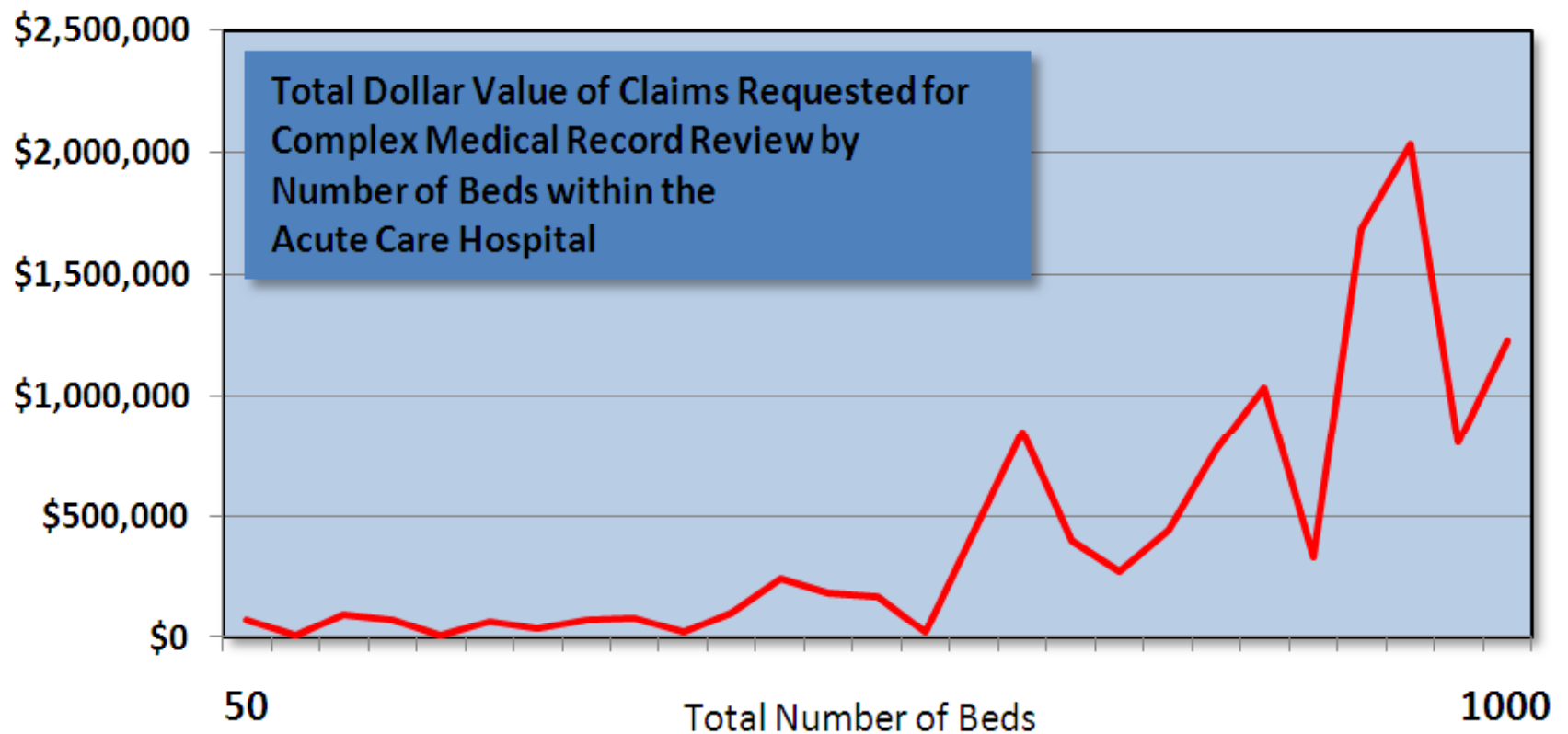
# Initial RACTrac Findings

- 32 hospitals surveyed on RAC experience during the fourth quarter of 2009
- The total value of claims targeted by the RACs for the 32 hospitals surveyed was over **\$11 million**



# Initial RACTrac Findings

- Of the 32 hospitals surveyed, RACs targeted 8 facilities with less than 100 total beds, including one Critical Access Hospital



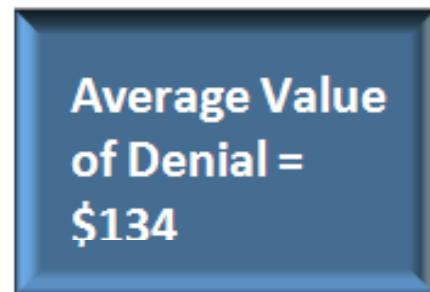


# Initial RACTrac Findings

- Automated Denials were not a precursor to Complex Reviews

Percent of Hospitals Targeted  
by Type of RAC Activity

46%



Automated Denials

88%



Complex Record Requests

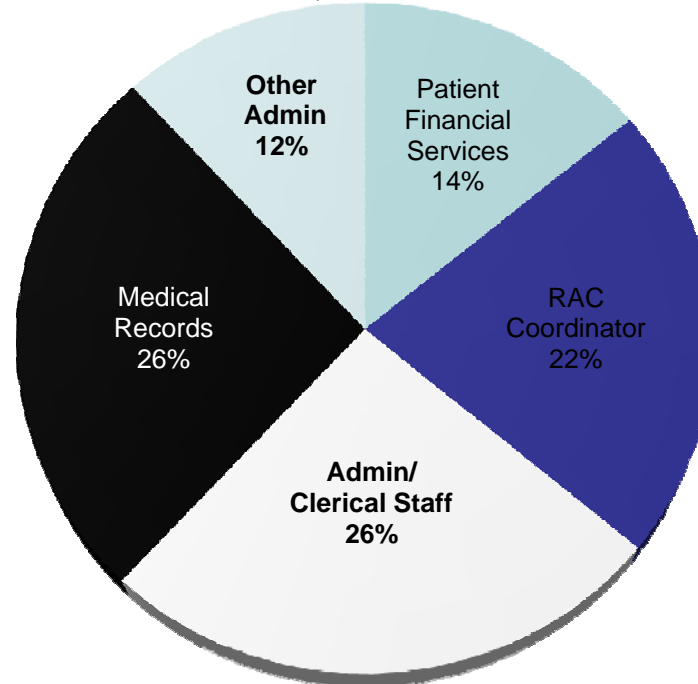


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# Initial RACTrac Findings

- Nearly 63% of surveyed hospitals reported employing additional staff or hiring external resources to manage the RAC process

Distribution of Hours of Administrative Burden  
4th Quarter 2009





# How to Make *RAC*Trac Work For You



# Making *RAC*Trac Work For You

- ✓ No more anecdotal evidence—*RAC*Trac provides real data
- ✓ Identify RAC trends within your organization/state/region
- ✓ Use trend information to educate your staff and take preventative measures to guard against future RAC audits
- ✓ *RAC*Trac data will be used to advocate for needed improvements in the RAC program



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# Making *RAC*Trac Work For You

- ✓ *RAC*Trac allows State Hospital Associations to analyze your state's RAC experience and identify trends and problems specific to your area
- ✓ Learn more about the administrative burden associated with RACs
- ✓ Print reports specific to your organization





# Tracking Data



# Tracking Data

Three ways to track data in order to use the survey

1. Free Claim Level Tool – Basic tool provided by AHA to track RAC activity

Find claim level tool at:

[www.aha.org/aha/issues/RAC/ractrac.html](http://www.aha.org/aha/issues/RAC/ractrac.html)

2. RACTrac Compatible Tool- Variety of tools (currently 15, with continuous additions)

Find vendor list at:

[www.aha.org/aha/issues/RAC/ractrac.html](http://www.aha.org/aha/issues/RAC/ractrac.html)

3. Fill out survey questions manually using your own tracking method



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# Is your vendor Compatible?

## RACTrac Compatible Vendors



3M™ Audit Expert  
RAC Management Tool  
3M Health Information Systems

ACS MIDAS+  
MIDAS + Care Management

Compliance 360®  
Claims Auditor™

ComplyTrackSM  
CCH – MediRegs - Aspen Publishing

CPR Technologies

eCare® RacMan™  
NeboSystems

HealthPort RACPro  
HealthPort

Greater New York Hospital Association  
RACTracker

latriTRAC  
Iatric Systems, Inc.

MedAssets Claims Auditor /  
MedAssets

OnBase RAC Administration Solution  
Hyland Software, Inc.

RAC Audit Tracking  
Rycan Technologies

RAConciliation  
Part of AVIANCESuite.com

RAC Source  
SOURCECORP - Managed Care Professionals, Inc.

RAC Guard  
The Wellington Group LLC

RAC Tracker Online  
MRO

Veracity  
Intersect Healthcare







# RACTrac Registration



# Registration

- In order to register you will need an **Organization ID** and a **Security Code** specific to your hospital
- Hospital CEOs received an email in early March with *RAC*Trac registration information
- The email encouraged the CEOs to forward the registration information to relevant staff
- If you have not received this information, please contact AHA at [RACinfo@aha.org](mailto:RACinfo@aha.org)



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# www.aharactrac.org



## Welcome

The American Hospital Association (AHA) has created RACTrac, a Web-based survey that asks hospitals to report data on their Medicare Recovery Audit Contractor (RAC) experience on a quarterly basis. AHA, State, Metro and Regional Hospital Associations as well as health systems will use the aggregate data reported by hospitals to identify trends and to advocate for needed changes to the program. Having timely and accurate data will enable AHA to tell the hospital story and report on the impact of the RAC program. All individual data reported by hospitals will remain confidential and not be shared publicly without written permission.

Participation in RACTrac is free and open to all AHA member and non member hospitals or state, metropolitan or regional associations. Organizations must however register to participate. To register, you must obtain an organizational ID and security code for your organization. You can register to participate if you are an employee of a hospital or a health system charged with reporting on or overseeing RAC activities. In addition, if you are an employee of a state, regional or metropolitan association, you may also register to view and download data. More than one individual can register for an organization and an individual can register for multiple organizations within their system.

AHA will begin data collection once RAC audits begin. AHA will focus on collecting permanent program RAC experience data. If you participated in the demonstration (NY, CA, FL, SC and MA hospitals), AHA is only interested in the impact of this program as of October 2008 when the permanent program was rolled out. AHA is also only interested in any denials that result from Medicare Recovery Audit Contractor audits.

AHA is currently only accepting data from the following types of hospitals.

- General medical/surgical acute care hospitals (including Critical Access Hospitals)
- Inpatient Rehabilitation Hospitals
- Psychiatric Hospitals
- Long Term Acute Care Hospitals

For additional RACTrac information:

- Visit the Resources page from the left navigation bar
- For remaining RACTrac questions: email [RACTracSupport@aha.org](mailto:RACTracSupport@aha.org) or call 888-RAC-TR1C (888-722-8712).

For all RAC program related questions:

- Visit [www.aha.org/rac](http://www.aha.org/rac)
- For remaining RAC program questions: email AHA at [RACinfo@aha.org](mailto:RACinfo@aha.org)

## Login



Username / Email

Password

**Login**

[Register >](#)

[Forgot Password >](#)

## Contact Us

• Email Address

• Organization Name

• State

First Name

Last Name

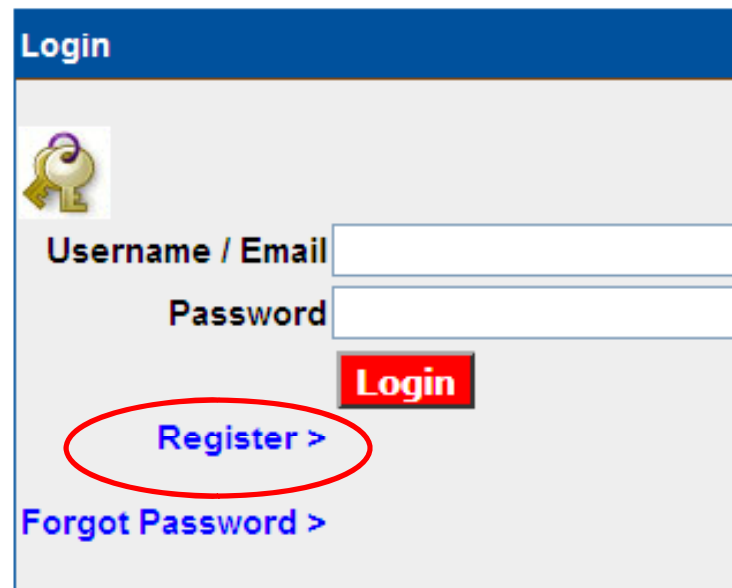
Questions/Comments

0 of 400


**Submit**

# Registration

- Use the Organization ID and Security Code to **register** on the RACTrac website:  
<http://www.aharactrac.org>



Login



Username / Email

Password

**Login**

[Register >](#)

[Forgot Password >](#)



# Registration

- Enter the Organization ID and Security Code into the Organization Details box and **Submit**

**Enter Organization Details**

Organization ID

Security Code

[Go Back](#) [Clear](#) [Submit](#)



# 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 creating a profile log back in using new login
- You are ready to submit survey data quarterly
- Administrative Burden requires user entry

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

---

**Home** Select an Organization for Data Entry / Upload

Enter/Upload Data

View Prior Data

Reports

Registration

Resources

User Profile

Logout

Help >

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





# Completing the *RAC*Trac Survey





# Sections of the Survey

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

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



# RACTrac Data Entry

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 >

## OVERPAYMENTS - AUTOMATED RAC REVIEWS

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

Current Quarter: **Jan**

**Overpayments  
(Automated)**

Overpayments  
(Complex)

Underpayments

Appeals

Administrative  
Burden

## 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)

Upon login, you are presented with the following options:

<a href="#">Enter Data</a>	<a href="#">Upload Data</a>	<a href="#">Admin Burden</a>
<a href="#">Enter Data</a>	<a href="#">Upload Data</a>	<a href="#">Admin Burden</a>



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# Upload Data

Registration  
Resources  
User Profile  
Logout  
Help >

## Upload Summary Data

Use the CSV file generated from the Excel Template to upload the RAC Summary Level Data. To ensure successful upload of your facility's data please remove any periods ( . ), commas ( , ), dashes ( - ), etc from the name of your CSV file.

Select File

Steps..

Start

Click Browse

Locate the CSV file

Click Upload Data

Verify Messages

Go to Admin Burden Data

Finish

**First,**

- Upload your CSV file (generated from compatible vendor or from AHA claim level tracking tool)

—OR—

- Fill out the survey manually

**Next,** fill out the Administrative Burden section



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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
- Aggregate information is shared with associations and nationally to support advocacy and education
- Individual hospital data remains confidential

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



# RACTrac Reports



Welcome "Kathleen" 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 >

**RAC Program Information You Need To Know**  
No RAC program information available.

**Trends in RAC Audits**  
No files for RAC Audits available.

**RAC Reports**  
No files for RAC Reports available.

**Training Materials**

Date Posted	Title	Description
July 08, 2009	User Guide	

**Help Resources**  
No files for Help Resources available.

Table 2: Overpayments - Automated and Complex (Cumulative)	# of Hospitals Responding	# of Claims or Medical Records	Dollars
Medical Records - Requested	15	316	\$3,248,442.54
Medical Records - Approved	0	0	0
Medical Records - Pending Determination	15	316	\$3,248,442.54
Complex Claim (Medical Records) Denials	0	0	\$0.00
Automated Claim Denials	11	20	\$1,336.51
Total Automatic and Complex Claim Denials	11	20	\$1,336.51
Total Dollars Recouped for Automated Claim Denials	11	N/A	\$1,135.51
Total Dollars Recouped for Complex Claim Denials	0	N/A	\$0.00
Total Dollars Recouped for Automated and Complex Claim Denials	11	N/A	\$1,135.51





Submit Your Data Today!



# Enter Your Data Today

- RACTrac is now **LIVE**—enter your data today
- Ask your hospital CEO for your hospital's RACTrac registration information, if they are unable to locate it, contact: [RACTracsupport@providercs.com](mailto:RACTracsupport@providercs.com)
- The final day to submit your 1<sup>st</sup> quarter, 2010 data to RACTrac is **April 19<sup>th</sup>**
- RACTrac will open at the beginning of each subsequent quarter to collect data on RAC activity experienced in the previous quarter



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# Questions??

[RACTracsupport@providercs.com](mailto:RACTracsupport@providercs.com)

1-888-722-8712

