American Hospital Association
RACTrac Survey

Elizabeth Baskett, Associate Director for Policy
American Hospital Association
Overview

• RAC Update
• What is RACTrac?
• Initial RACTrac Findings
• How to Make RACTrac Work for You
• RACTrac Registration
• Tracking Data
• Completing the RACTrac Survey
• Submit Your Data Today!
• Questions
RAC Update
RACs Are Here

• RAC Program implemented nationwide
• Automated and Complex Audits underway
• As of March 25th, 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
# Important Contact Information

## RAC Contact Information

<table>
<thead>
<tr>
<th>RAC</th>
<th>Web site</th>
<th>Phone Number</th>
</tr>
</thead>
</table>

## CMS RAC Project Officer Contact Information

<table>
<thead>
<tr>
<th>RAC</th>
<th>CMS RAC Project Officer</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAC A -- DCS</td>
<td>Ebony Brandon</td>
<td>1-866-201-0580</td>
<td><a href="mailto:Ebony.Brandon@cms.hhs.gov">Ebony.Brandon@cms.hhs.gov</a></td>
</tr>
<tr>
<td>RAC B -- CGI</td>
<td>Scott Wakefield</td>
<td>1-877-316-7222</td>
<td><a href="mailto:Scott.Wakefield@cms.hhs.gov">Scott.Wakefield@cms.hhs.gov</a></td>
</tr>
<tr>
<td>RAC C -- Connolly</td>
<td>Amy Reese</td>
<td>1-866-360-2507</td>
<td><a href="mailto:Amy.Reese@cms.hhs.gov">Amy.Reese@cms.hhs.gov</a></td>
</tr>
<tr>
<td>RAC D -- HDI</td>
<td>Brian Elza</td>
<td>1-866-590-5598 (Part A) 1-866-376-2319 (Part B)</td>
<td><a href="mailto:Brian.Elza@cms.hhs.gov">Brian.Elza@cms.hhs.gov</a></td>
</tr>
</tbody>
</table>
CMS Announces RAC 101 Calls

• On April 6th 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/](http://www.cms.gov/RAC/)  
  (Click on “Recent Updates”)
AHA Resources

- AHA RAC Resources
  - www.aha.org/rac
- Advisories
  - RAC Program Basics
  - Medicare Appeals Process
  - Coding & Documentation Strategies
  - Preparing for RAC Audits
- AHA RAC Education Series
What is RACTrac?
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!
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.
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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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
Initial RACTrac 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.

![Graph showing total dollar value of claims requested for complex medical record review by number of beds within the acute care hospital.](chart.png)
Initial RACTrac Findings

- Automated Denials were not a precursor to Complex Reviews

Percent of Hospitals Targeted by Type of RAC Activity

- 46% Automated Denials
  - Average Value of Denial = $134

- 88% Complex Record Requests
  - Average Value of Targeted Claim = $15,517

American Hospital Association
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

- Medical Records 26%
- Admin/ Clerical Staff 26%
- RAC Coordinator 22%
- Patient Financial Services 14%
- Other Admin 12%
How to Make RACTrac Work For You
Making RACTrac Work For You

✓ No more anecdotal evidence—RACTrac 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

✓ RACTrac data will be used to advocate for needed improvements in the RAC program
Making **RACTrac** Work For You

- **RACTrac** 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

2. RACTrac Compatible Tool- Variety of tools (currently 15, with continuous additions)
   Find vendor list at:
   www.aha.org/aha/issues/RAC/ractrac.html

3. Fill out survey questions manually using your own tracking method
# Is your vendor Compatible?

## RACTrac Compatible Vendors

<table>
<thead>
<tr>
<th>3M™ Audit Expert RAC Management Tool</th>
<th>RAC Guard The Wellington Group LLC</th>
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<tbody>
<tr>
<td>3M Health Information Systems</td>
<td>RAC Tracker Online MRO</td>
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<tr>
<td>ACS MIDAS+ MIDAS + Care Management</td>
<td>Veracity Intersect Healthcare</td>
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<tr>
<td>Compliance 360® Claims Auditor™</td>
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<tr>
<td>ComplyTrack™ CCH – MediRegs - Aspen Publishing</td>
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<tr>
<td>CPR Technologies</td>
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<tr>
<td>eCare® RacMan™ NeboSystems</td>
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<tr>
<td>HealthPort RACPro HealthPort</td>
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<tr>
<td>Greater New York Hospital Association RACTracker</td>
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<tr>
<td>iatriTRAC iatric Systems, Inc.</td>
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<tr>
<td>MedAssets Claims Auditor / MedAssets</td>
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<td>OnBase RAC Administration Solution Hyland Software, Inc.</td>
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<td>RAC Audit Tracking Rycan Technologies</td>
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<td>RACConciliation Part of AVIANCESuite.com</td>
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<tr>
<td>RAC Source SOURCECORP - Managed Care Professionals, Inc.</td>
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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 RACTrac 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).
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 the program as of October 2000 when the permanent program was rolled out. AHA is also only interested in any denial that resulted 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 or call 888-RAC-TRAC (888-722-8712).

For all RAC program related questions:
- Visit www.aha.org/rac
- For remaining RAC program questions: email AHA at RACinfo@aha.org
Registration

• Use the Organization ID and Security Code to register on the RACTrac website: http://www.aharactrac.org
Registration

• Enter the Organization ID and Security Code into the Organization Details box and Submit.
Registration

Complete Registration for Hospital User

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>System Name</th>
<th>City</th>
<th>State</th>
<th>Medicare ID</th>
<th>National Provider ID</th>
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<tr>
<td>Sacred Heart Hospital on the Emerald Coast</td>
<td>Ascension Health</td>
<td>Destin</td>
<td>FL</td>
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<td>-</td>
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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 efforts.

< Back  Save  Register

American Hospital Association
Registration

- After creating a profile log back in using new login
- You are ready to submit survey data quarterly
- Administrative Burden requires user entry
Completing the RACTrac 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
Upon login, you are presented with the following options:
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
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.

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

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<tr>
<th>Date</th>
<th>Title</th>
<th>Description</th>
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<tbody>
<tr>
<td>July 08, 2009</td>
<td>User Guide</td>
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Help Resources
No files for Help Resources available.

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<tr>
<th>Medical Records - Requested</th>
<th># of Hospitals Responding</th>
<th># of Claims or Medical Records</th>
<th>Dollars</th>
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<td>15</td>
<td>316</td>
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<td>Medical Records - Approved</td>
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<td>Medical Records - Pending Determination</td>
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<td>Complex Claim (Medical Records) Denials</td>
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<tr>
<td>Total Automatic and Complex Claim Denials</td>
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<td>20</td>
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<tr>
<td>Total Dollars Recouped for Complex Claim Denials</td>
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<td>$0.00</td>
</tr>
<tr>
<td>Total Dollars Recouped for Automated and Complex Claim Denials</td>
<td>11</td>
<td>N/A</td>
<td>$1,135.51</td>
</tr>
</tbody>
</table>
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\textsuperscript{st} quarter, 2010 data to RACTrac is **April 19\textsuperscript{th}**

• RACTrac will open at the beginning of each subsequent quarter to collect data on RAC activity experienced in the previous quarter
Questions??

RACTracsupport@providercs.com
1-888-722-8712