RACTrac Quarterly Webinar

Elizabeth Baskett, Senior Associate Director, Policy, AHA

April 6, 2011
Agenda

• Thanks for making RACTrac a Success!!
• RAC Update & AHA Resources
• RACTrac Results, January 2011
• Making RACTrac Results Work For You
• RACTrac Data Collection Period, April 2011
• RACTrac Enhancements
• Questions and Answers
THANKS for Making the Latest RACTrac Data Collection a Success!!!!

1850 Responding Hospitals (up from 1667 last quarter)
1454 with RAC Activity, 398 without
American Hospital Association

RAC Update & AHA Resources
RAC Update

- As of March 17, 758 approved RAC issues
  - 595 complex audits, including 481 DRG validations
  - 113 Medical Necessity Review issues approved

- CMS rebilling policy

- Update on ongoing RAC process issues
  - RAC penalties
  - 60 day timeframe
  - 3 year look-back period
  - Demand letters
  - Remittance advice confusion

- CMS provider education:

- Medicare Parts C & D RACs and Medicaid RACs
AHA RAC & RACTrac Resources

- **AHA RAC Resources**
  - [www.aha.org/rac](http://www.aha.org/rac)
- **CMS and RAC Contact Information**
- **Education Series & Advisories**
  - RAC Program Basics
  - Medicare Appeals Process
  - Coding & Documentation Strategies
  - Preparing for RAC Audits
  - RACTrac Advisories & Webinar
RACTrac Results, January 2011
RACTrac Background Information

• AHA created RACTrac—a free, web-based survey—in response to a lack of data and information provided by the Centers for Medicare & Medicaid Services (CMS) on the impact of the Recovery Audit Contractor (RAC) program on America’s hospitals
  – Data are collected on a quarterly basis, capturing cumulative RAC activity in participating hospitals
  – Survey questions are designed to assess RAC activity in hospitals and the administrative burden associated the RAC program
  – Respondents use AHA’s online survey application, RACTrac (accessed at www.aharactrac.com), to submit their data regarding the impact of the RAC program

• Since RACTrac began collecting data in January, 2010, over 1800 hospitals have participated

• RACTrac survey enhancements are made on a regular basis
January 2011 Results—Executive Summary

- Over 1850 hospitals have participated in RACTrac since we began collecting data in January of 2010.
- Nearly four out of five participating hospitals reported experiencing RAC activity.
- $86 million in denied claims have been reported since the first quarter of 2010.
- 57% of participating hospitals with complex denials cited medically unnecessary as a reason for denial.
- Nearly half of all hospitals with RAC activity reported receiving at least one underpayment determination.
- 57% of hospitals reported appealing at least one RAC denial.
- 23% of reported denials were appealed and of the appealed claims that have completed the process, 85% were overturned in favor of the provider.
- 76% of participating hospitals report that the RAC program impacted their organization in the first quarter of 2011—whether they experienced RAC reviews or not.
RACTrac Participation
There are four RAC regions nationwide. RAC Region C encompasses 40% of all hospitals in the United States.

### Distribution of Hospitals by RAC Region

<table>
<thead>
<tr>
<th>Region</th>
<th>Percent of Hospitals Nationwide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region A</td>
<td>15%</td>
</tr>
<tr>
<td>Region B</td>
<td>19%</td>
</tr>
<tr>
<td>Region C</td>
<td>40%</td>
</tr>
<tr>
<td>Region D</td>
<td>26%</td>
</tr>
</tbody>
</table>

Source: Centers for Medicare and Medicaid Services
Participation in RACTrac was generally consistent with hospital representation in each of the RAC regions.

Hospitals Participating in the RACTrac Survey by RAC Region, through 4th Quarter, 2010

<table>
<thead>
<tr>
<th>Region</th>
<th>Percent of Hospitals Nationwide</th>
<th>Percent of Participating Hospitals by Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region A</td>
<td>15%</td>
<td>14%</td>
</tr>
<tr>
<td>Region B</td>
<td>19%</td>
<td>26%</td>
</tr>
<tr>
<td>Region C</td>
<td>40%</td>
<td>36%</td>
</tr>
<tr>
<td>Region D</td>
<td>26%</td>
<td>24%</td>
</tr>
</tbody>
</table>

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
RAC Activity
Nearly four out of five participating hospitals are experiencing RAC activity.

Percent of Participating Hospitals Experiencing RAC Activity, through 4th Quarter 2010

- Experiencing RAC Activity: 79%
- No RAC Activity: 21%

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
The majority of hospitals reporting RAC activity were general medical and surgical hospitals.

Number of Hospitals Reporting RAC Activity by Hospital Type, through 4th Quarter 2010

<table>
<thead>
<tr>
<th>Hospital Type</th>
<th>Reporting RAC Activity</th>
<th>Reporting No RAC Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Medical &amp; Surgical</td>
<td>1,219</td>
<td>117</td>
</tr>
<tr>
<td>CAH</td>
<td>209</td>
<td>189</td>
</tr>
<tr>
<td>Long-Term Acute Care</td>
<td>14</td>
<td>13</td>
</tr>
<tr>
<td>Inpatient Rehabilitation</td>
<td>19</td>
<td>10</td>
</tr>
<tr>
<td>Psychiatric</td>
<td>16</td>
<td>5</td>
</tr>
<tr>
<td>Children's</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Other*</td>
<td>13</td>
<td>18</td>
</tr>
</tbody>
</table>

*Other includes: Cancer, Chronic Disease, Alcohol and Other Chemical Dep., Heart, Obstetrics & Gynecology, Orthopedic and Surgical hospitals.

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Different types and sizes of hospitals reported that they were subject to RAC review.

Percent Reporting RAC Activity vs. No RAC Activity by Type of Participating Hospital, through 4th Quarter 2010

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
RAC Region C has the highest number of hospitals reporting RAC activity.

Number of Participating Hospitals Reporting RAC Activity by Region, through 4th Quarter 2010

<table>
<thead>
<tr>
<th>Region</th>
<th>All activity through Quarter 3, 2010</th>
<th>All activity through Quarter 4, 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region A</td>
<td>145</td>
<td>198</td>
</tr>
<tr>
<td>Region B</td>
<td>311</td>
<td>351</td>
</tr>
<tr>
<td>Region C</td>
<td>456</td>
<td>513</td>
</tr>
<tr>
<td>Region D</td>
<td>338</td>
<td>392</td>
</tr>
</tbody>
</table>

States By RAC Region

**Region A:** Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont

**Region B:** Illinois, Indiana, Kentucky, Michigan, Minnesota, Ohio, and Wisconsin

**Region C:** Alabama, Arkansas, Colorado, Florida, Georgia, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia, Puerto Rico, and U.S. Virgin Islands

**Region D:** Alaska, Arizona, California, Hawaii, Idaho, Iowa, Kansas, Missouri, Montana, North Dakota, Nebraska, Nevada, Oregon, South Dakota, Utah, Washington, Wyoming, Guam, American Samoa, and Northern Marianas

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
RAC Region A had a significant increase in participating hospitals reporting RAC activity.

Percent of Participating Hospitals Reporting RAC Activity, by Region, through 4th Quarter, 2010

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
A higher percentage of hospitals reported automated reviews than the previous quarter, but RACs continue to focus their efforts on complex reviews.

Percent of Participating Hospitals with RAC Activity Experiencing Automated and/or Complex RAC Review, through 4th Quarter 2010

Automated Activity: includes all automated reviews, which is a claim determination without a human review of the medical record. RACs use proprietary software that is designed to detect certain types of errors including but not limited to duplicate payments, billing or coding errors. The RAC notifies the provider via a demand letter when an overpayment has been identified through automated review.

Complex Activity: includes all complex reviews, which is a human review and determination of whether or not an improper payment has been identified once the medical record has been received. Upon that determination, a hospital will be notified via a review results letter if an improper payment was found and therefore the associated claim has been “denied”.

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Reported RAC activity of all types has nearly doubled since last quarter.

Reported Automated Denials, Complex Denials and Medical Records Requests by Participating Hospitals, through 4th Quarter 2010

- Automated Denials: 10,880 (Quarter 3, 2010) vs. 21,406 (Quarter 4, 2010)
- Complex Denials: 7,001 (Quarter 3, 2010) vs. 15,714 (Quarter 4, 2010)
- Medical Record Requests: 69,374 (Quarter 3, 2010) vs. 125,538 (Quarter 4, 2010)

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Region B hospitals are experiencing the greatest volume of medical record requests overall, and per hospital.

Number of Medical Records Requested from Participating Hospitals With Complex Medical Record RAC Activity, through 4th Quarter 2010

<table>
<thead>
<tr>
<th></th>
<th>Average Number of Medical Record Requests per Reporting Hospital, through Q4, 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region A</td>
<td>162</td>
</tr>
<tr>
<td>Region B</td>
<td>194</td>
</tr>
<tr>
<td>Region C</td>
<td>112</td>
</tr>
<tr>
<td>Region D</td>
<td>123</td>
</tr>
</tbody>
</table>

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Among participating hospitals, $1.7 billion in Medicare payments were targeted for medical record requests through the 4th quarter of 2010.

Medicare Payments Associated with Medical Records Requested from Participating Hospitals, through 4th Quarter 2010, in Millions

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
The average value of a medical record requested in a complex review varied slightly across RAC Regions.

Average Value of a Medical Record Requested in a Complex Review Among Hospitals Reporting RAC Activity, through 4th Quarter 2010

- Region A: $14,630
- Region B: $12,507
- Region C: $15,681
- Region D: $12,183

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
RAC Denials
$86 million in denials have been reported, more than double the $42 million reported last quarter.

Dollar Value of Automated and Complex Denials by RAC Region for Reporting Hospitals, through 4th Quarter 2010, Millions

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
90% of denied dollars were complex denials totaling over $78 million dollars.

Percent and Dollar Amounts of Automated Denials Versus Complex Denials for Reporting Hospitals, through 4th Quarter 2010

- **Automated Denials**: $8,362,063 (10%)
- **Complex Medical Record Denials**: $78,058,233 (90%)
Regions B and C account for nearly 80% of all reported denials.

Percent of Automated and Complex Denials by RAC Region for Reporting Hospitals, through 4th Quarter 2010

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
The average dollar value of an automated denial was $399 and the average dollar value of a complex denial was $5,281.

Average Dollar Value of Automated and Complex Denials Among Hospitals Reporting RAC Denials, through 4th Quarter 2010

<table>
<thead>
<tr>
<th>RAC Region</th>
<th>Automated Denial</th>
<th>Complex Denial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region A</td>
<td>$526</td>
<td>$4,039</td>
</tr>
<tr>
<td>Region B</td>
<td>$312</td>
<td>$5,168</td>
</tr>
<tr>
<td>Region C</td>
<td>$408</td>
<td>$5,342</td>
</tr>
<tr>
<td>Region D</td>
<td>$733</td>
<td>$6,472</td>
</tr>
</tbody>
</table>
89% of participating hospitals reported automated denials in the outpatient service area and 96% of participating hospitals reported complex denials in the inpatient service area.

Percent of Participating Medical/Surgical Acute Hospitals with RAC Activity Experiencing Denials by Type of Service, 4th Quarter 2010

Survey participants were asked to select all areas targeted for denials

Source: AHA. (February 2011). RACTrac Survey

AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Outpatient services had the largest financial impact through automated activity while inpatient services had the largest financial impact through complex denials.

Percent of Participating Hospitals by Top Service Area for Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 4th Quarter 2010

Survey participants were asked to rank denials by service, according to dollars impacted.

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Automated RAC Denials
70% of participating hospitals with automated activity cited outpatient billing as a reason for denial.

**Percent of Participating Medical/Surgical Acute Hospitals with RAC Activity Experiencing Automated Denials, by Reason, 3rd and 4th Quarter 2010**

Survey participants were asked to select all reasons for denial.

- **Outpatient Billing**: 70% in Quarter 4, 66% in Quarter 3
- **Outpatient Coding**: 25% in Quarter 4, 19% in Quarter 3
- **Duplicate Claim**: 10% in Quarter 4, 9% in Quarter 3
- **Inpatient Coding**: 5% in Quarter 4, 6% in Quarter 3
- **Discharge Disposition**: 5% in Quarter 4, 13% in Quarter 3
- **Other**: 25% in Quarter 4, 20% in Quarter 3

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Automated denials for outpatient billing errors had the largest financial impact on reporting hospitals.

Percent of Participating Hospitals by Top Reason for Automated Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 4th Quarter 2010

Survey participants were asked to rank denials by reason, according to dollars impacted.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outpatient Billing Error</td>
<td>58%</td>
</tr>
<tr>
<td>Inpatient Coding Error (MSDRG)</td>
<td>6%</td>
</tr>
<tr>
<td>Duplicate Payment</td>
<td>3%</td>
</tr>
<tr>
<td>Outpatient Coding Error</td>
<td>15%</td>
</tr>
<tr>
<td>Incorrect Discharge Status</td>
<td>3%</td>
</tr>
<tr>
<td>All Other</td>
<td>15%</td>
</tr>
</tbody>
</table>

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AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Region B has experienced 53% of all reported automated denials.

Percent and Number of Reported Automated Denials, by Region, through 4\textsuperscript{th} Quarter 2010

<table>
<thead>
<tr>
<th>Region</th>
<th>Total Number of Automated Denials by RAC Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region A</td>
<td>1,042</td>
</tr>
<tr>
<td>Region B</td>
<td>11,369</td>
</tr>
<tr>
<td>Region C</td>
<td>6,695</td>
</tr>
<tr>
<td>Region D</td>
<td>2,300</td>
</tr>
</tbody>
</table>

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Region A: Bucking the national trend, only 21% of Region A hospitals ranked outpatient billing errors as the top reason for automated denials.

Survey participants were asked to rank denials by reason, according to dollars impacted.

**Percent of Participating Hospitals by Top Reason for Automated Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 4th Quarter 2010, Region A**

- Outpatient Billing Error: 32%
- Inpatient Coding Error (MSDRG): 21%
- Duplicate Payment: 6%
- Outpatient Coding Error: 5%
- Incorrect Discharge Status: 34%
- All Other: 2%

Source: AHA. (February 2011). RACTrac Survey
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Region B: With more than half of all automated denial activity, top denial reasons were consistent with national trend.

Percent of Participating Hospitals by Top Reason for Automated Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 4th Quarter 2010, Region B

Survey participants were asked to rank denials by reason, according to dollars impacted.

Source: AHA. (February 2011). RACTrac Survey
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Region C: 70% of hospitals reported outpatient billing error as the top reason for automated denials.

Percent of Participating Hospitals by Top Reason for Automated Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 4th Quarter 2010, Region C

Survey participants were asked to rank denials by reason, according to dollars impacted.

- Outpatient Billing Error: 70%
- Inpatient Coding Error (MSDRG): 1%
- Duplicate Payment: 6%
- Outpatient Coding Error: 13%
- Incorrect Discharge Status: 10%
- All Other: 1%

Source: AHA. (February 2011). RACTrac Survey
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Region D: 50% of hospitals reported outpatient billing error as the top reason for automated denials.

Percent of Participating Hospitals by Top Reason for Automated Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 4th Quarter 2010, Region D

Survey participants were asked to rank denials by reason, according to dollars impacted.

- 50% Outpatient Billing Error
- 8% Inpatient Coding Error (MSDRG)
- 20% Duplicate Payment
- 13% Outpatient Coding Error
- 6% Incorrect Discharge Status
- 3% All Other

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Complex RAC Denials
57% of participating hospitals with complex denials cited medically unnecessary as a reason for denial.

Percent of Participating Medical/Surgical Acute Hospitals with RAC Activity Experiencing Complex Denials by Reason, 3rd and 4th Quarter 2010

Survey participants were asked to select all reasons for denial.

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Incorrect MS-DRG continues to represent the top reason by dollars for complex denials, but 23% of hospitals are now ranking medically unnecessary as the top reason for denial.

Percent of Participating Hospitals by Top Reason for Complex Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 4th Quarter 2010

Survey participants were asked to rank denials by reason, according to dollars impacted.

Incorrect MS-DRG or Other Coding Error: 23%
Incorrect APC or Other Outpatient Coding Error: 2%
No or Insufficient Documentation in the Medical Record: 2%
Medically Unnecessary: 67%
All Other: 6%
All regions are now reporting a significant number of complex denials; Region C hospitals reported the most with 38% of all complex denials.

Percent and Number of Reported RAC Complex Denials, by Region, through 4th Quarter 2010

<table>
<thead>
<tr>
<th>Region</th>
<th>Total Number of Claims with Overpayment Determination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region A</td>
<td>1,887</td>
</tr>
<tr>
<td>Region B</td>
<td>5,510</td>
</tr>
<tr>
<td>Region C</td>
<td>5,919</td>
</tr>
<tr>
<td>Region D</td>
<td>2,398</td>
</tr>
</tbody>
</table>

Source: AHA. (February 2011). RACTrac Survey
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Region A: Medically Unnecessary was identified by 14% of hospitals as the top reason for complex denials.

Percent of Participating Hospitals by Top Reason for Complex Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 4th Quarter 2010, Region A

Survey participants were asked to rank denials by reason, according to dollars impacted.

- **Medically Unnecessary**: 14%
- **Incorrect MS-DRG or Other Coding Error**: 75%
- **Incorrect APC or Other Outpatient Coding Error**: 3%
- **No or Insufficient Documentation in the Medical Record**: 4%
- **All Other**: 4%

Source: AHA. (February 2011). RACTrac Survey

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Region B: Medically Unnecessary was identified by 15% of hospitals as the top reason for complex denials.

Percent of Participating Hospitals by Top Reason for Complex Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 4th Quarter 2010, Region B

Survey participants were asked to rank denials by reason, according to dollars impacted.

- Incorrect MS-DRG or Other Coding Error: 74%
- Incorrect APC or Other Outpatient Coding Error: 6%
- No or Insufficient Documentation in the Medical Record: 4%
- Medically Unnecessary: 15%
- All Other: 1%

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Region C: Medically Unnecessary was identified by 22% of hospitals as the top reason for complex denials.

Percent of Participating Hospitals by Top Reason for Complex Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 4th Quarter 2010, Region C

Survey participants were asked to rank denials by reason, according to dollars impacted.

- Medically Unnecessary: 22%
- Incorrect MS-DRG or Other Coding Error: 71%
- Incorrect APC or Other Outpatient Coding Error: 3%
- No or Insufficient Documentation in the Medical Record: 1%
- All Other: 3%

Source: AHA. (February 2011). RACTrac Survey
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Region D: Medically Unnecessary was identified by 57% of hospitals as the top reason for complex denials.

Percent of Participating Hospitals by Top Reason for Complex Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 4th Quarter 2010, Region D

Survey participants were asked to rank denials by reason, according to dollars impacted.

- Medically Unnecessary: 57%
- Incorrect MS-DRG or Other Coding Error: 29%
- Incorrect APC or Other Outpatient Coding Error: 13%
- No or Insufficient Documentation in the Medical Record: 1%
- All Other

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Underpayments
Nearly half of all hospitals with RAC activity reported receiving at least one underpayment determination.

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Hospitals reported RAC identified underpayments totaling $11.6 million dollars.

Total Dollar Value of Underpayment Determinations, By Region, through 4th Quarter 2010, Millions

<table>
<thead>
<tr>
<th>Region</th>
<th>Number of RAC Underpayment Determinations</th>
</tr>
</thead>
<tbody>
<tr>
<td>NATIONWIDE</td>
<td>2,394</td>
</tr>
<tr>
<td>Region A</td>
<td>419</td>
</tr>
<tr>
<td>Region B</td>
<td>566</td>
</tr>
<tr>
<td>Region C</td>
<td>472</td>
</tr>
<tr>
<td>Region D</td>
<td>937</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Region</th>
<th>Underpayment Determinations ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region A</td>
<td>$2.0</td>
</tr>
<tr>
<td>Region B</td>
<td>$3.8</td>
</tr>
<tr>
<td>Region C</td>
<td>$2.5</td>
</tr>
<tr>
<td>Region D</td>
<td>$3.3</td>
</tr>
<tr>
<td>Nationwide</td>
<td>$11.6</td>
</tr>
</tbody>
</table>

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
76% of hospitals with underpayment determinations cited incorrect MS-DRG as a reason for the underpayment.

Percent of Participating Hospitals with RAC Activity Experiencing Underpayments by Reason, 4th Quarter 2010

Survey participants were asked to select all reasons for underpayment.

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Appeals
Region B appealed 36% of all denials available* for appeal, the national average was 23%.

Total Number of Automated and Complex Denials Appealed by Hospitals with RAC Activity, by Region, through 4th Quarter 2010

<table>
<thead>
<tr>
<th>Region</th>
<th>Total Number of Denials Available* for Appeal</th>
<th>Percent of Appealed Denials</th>
</tr>
</thead>
<tbody>
<tr>
<td>NATIONWIDE</td>
<td>37,120</td>
<td>23%</td>
</tr>
<tr>
<td>Region A</td>
<td>2,929</td>
<td>27%</td>
</tr>
<tr>
<td>Region B</td>
<td>16,879</td>
<td>36%</td>
</tr>
<tr>
<td>Region C</td>
<td>12,614</td>
<td>10%</td>
</tr>
<tr>
<td>Region D</td>
<td>4,698</td>
<td>12%</td>
</tr>
<tr>
<td>Nationwide</td>
<td></td>
<td>77% 23%</td>
</tr>
</tbody>
</table>

* Available for appeal means that the hospital received a demand letter for this claim, either as a result of automated or complex review. Region B appeal activity represents several high volume hospitals whose survey entries have been verified.

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
57% of hospitals reported appealing at least one RAC denial. Hospitals reported appealing denials totaling $25.8 million.

Total Dollar Value, Percent and Average Number of Appealed Claims for Hospitals with Automated or Complex RAC Denials, through 4th Quarter 2010, Millions

<table>
<thead>
<tr>
<th>Region</th>
<th>Percent of Hospitals with Any Appealed Denials</th>
<th>Average Number of Appealed Denials per Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>NATIONWIDE</td>
<td>57%</td>
<td>17.2</td>
</tr>
<tr>
<td>Region A</td>
<td>50%</td>
<td>12.8</td>
</tr>
<tr>
<td>Region B</td>
<td>71%</td>
<td>32.9</td>
</tr>
<tr>
<td>Region C</td>
<td>55%</td>
<td>7.5</td>
</tr>
<tr>
<td>Region D</td>
<td>46%</td>
<td>6.5</td>
</tr>
<tr>
<td>Nationwide</td>
<td></td>
<td>$25.8</td>
</tr>
</tbody>
</table>

Region B appeal activity represents several high volume hospitals whose survey entries have been verified.

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Of the claims that have completed the appeals process, 85% were overturned in favor of the provider. 42% of claims are still in the appeals process.

Summary of Appeal Rate and Determinations in Favor of the Provider, for Hospitals with RAC Activity, through 4th Quarter 2010

<table>
<thead>
<tr>
<th>Region</th>
<th>Appealed</th>
<th>Percent of Denials Appealed</th>
<th>Number of Claims Pending Appeals Determination</th>
<th>Number of Claims Withdrawn from Appeals Process</th>
<th>Number of Denials Overturned in the Appeals Process</th>
<th>Percent of Completed Appeals Overturned</th>
</tr>
</thead>
<tbody>
<tr>
<td>NATIONWIDE</td>
<td>8,655</td>
<td>23%</td>
<td>3,617</td>
<td>527</td>
<td>4,261</td>
<td>85%</td>
</tr>
<tr>
<td>Region A</td>
<td>779</td>
<td>27%</td>
<td>384</td>
<td>211</td>
<td>91</td>
<td>23%</td>
</tr>
<tr>
<td>Region B</td>
<td>6,014</td>
<td>36%</td>
<td>2,115</td>
<td>123</td>
<td>3,691</td>
<td>95%</td>
</tr>
<tr>
<td>Region C</td>
<td>1,301</td>
<td>10%</td>
<td>809</td>
<td>156</td>
<td>282</td>
<td>57%</td>
</tr>
<tr>
<td>Region D</td>
<td>561</td>
<td>12%</td>
<td>309</td>
<td>37</td>
<td>197</td>
<td>78%</td>
</tr>
</tbody>
</table>

Due to survey submission marginal error, total appeals may be slightly greater than the sum of pending/withdrawn/overturned appeals. Region B appeal activity represents several high volume hospitals whose survey entries have been verified.

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Region B has the highest overturn rate upon appeal at 95%.

Percent of Completed Appeals with Denials Overturned, by Region, through 4th Quarter 2010

Region B appeal activity represents several high volume hospitals whose survey entries have been verified.

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Of the claims that have completed the appeals process, 86% of overturned denials were reported in Region B.

Percent of Overturned Denials by Region, through 4th Quarter 2010

Region B appeal activity represents several high volume hospitals whose survey entries have been verified.

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Hospitals reported a total of $4.9 million in overturned denials, with $2.8 million in Region B alone.

Value of Denials Overturned in the Appeals Process, by Region, through 4th Quarter 2010, Millions

Region B appeal activity represents several high volume hospitals whose survey entries have been verified.

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
Administrative Burden
76% of participating hospitals reported that RAC impacted their organization this quarter and 50% reported increased administrative costs.

Impact of RAC on Participating Hospitals* by Type of Impact, 4th Quarter 2010

Includes participating hospitals with and without RAC activity

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
The administrative burden of RAC is spread across all types of hospital staff. RAC coordinators spent the most time responding to RAC activity.

Average Hours of Staff Time Spent Per Participating Hospital* on RAC by Staff Type, 4th Quarter 2010

<table>
<thead>
<tr>
<th>Staff Type</th>
<th>Average Hours of Staff Time Spent</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAC Coordinator</td>
<td>74</td>
</tr>
<tr>
<td>Medical Records Staff</td>
<td>47</td>
</tr>
<tr>
<td>Nurse</td>
<td>35</td>
</tr>
<tr>
<td>Patient Financial Services Staff</td>
<td>32</td>
</tr>
<tr>
<td>Administrative/Clerical Staff</td>
<td>31</td>
</tr>
<tr>
<td>Case Managers</td>
<td>30</td>
</tr>
<tr>
<td>Coders/HIM</td>
<td>29</td>
</tr>
<tr>
<td>Revenue Cycle Management</td>
<td>29</td>
</tr>
<tr>
<td>Utilization Management</td>
<td>28</td>
</tr>
<tr>
<td>Medical Director/VP Medical Affairs</td>
<td>23</td>
</tr>
<tr>
<td>Compliance Officer</td>
<td>22</td>
</tr>
<tr>
<td>IT</td>
<td>20</td>
</tr>
<tr>
<td>Medical Records Director</td>
<td>19</td>
</tr>
<tr>
<td>Patient Financial Services Director</td>
<td>17</td>
</tr>
<tr>
<td>Physician</td>
<td>16</td>
</tr>
<tr>
<td>CFO/VP Finance</td>
<td>15</td>
</tr>
<tr>
<td>Vice President (Other than CFO)</td>
<td>14</td>
</tr>
<tr>
<td>Legal Counsel/Lawyer</td>
<td>14</td>
</tr>
<tr>
<td>Other (Please specify in email below)</td>
<td>57</td>
</tr>
</tbody>
</table>

Includes participating hospitals with and without RAC activity

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
37% of hospitals using external resources spent money on copying records and nearly a quarter of them hired a utilization management or other consultant.

Percent of Hospitals Using External Resources by Type and Average Dollars Spent this quarter, 4th Quarter 2010

<table>
<thead>
<tr>
<th>Administrative Burden</th>
<th>Average Dollar Amount This Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Record Copying Service</td>
<td>$2,014</td>
</tr>
<tr>
<td>Utilization Management Consultant</td>
<td>$38,712</td>
</tr>
<tr>
<td>Other Consultant</td>
<td>$19,170</td>
</tr>
<tr>
<td>External Legal Counsel</td>
<td>$2,231</td>
</tr>
<tr>
<td>Other</td>
<td>$2,564</td>
</tr>
</tbody>
</table>

Average dollars spent by hospitals that reported utilizing external resources.

Source: AHA. (February 2011). RACTrac Survey
AHA analysis of survey data collected from 1,852 hospitals: 1,454 reporting activity, 398 reporting no activity through December 2010. Data were collected from general medical/surgical acute care hospitals (including critical access hospitals and cancer hospitals), long-term acute care hospitals, inpatient rehabilitation hospitals and inpatient psychiatric hospitals.
RACTrac Data Collection Period, April 2011
April 2011 RACTrac Data Collection Period

- RACTrac is open NOW—Submit Your Data Today!

- RACTrac will collect data April 1 through April 15

- Hospital leaders nationwide received an email with their RACTrac registration info on March 14

- If you need your RACTrac registration information contact RACTrac Support at: 1-888-722-8712 or ractracsupport@providercs.com

- RACTrac will open at the beginning of each subsequent quarter to collect data on RAC activity experienced in the previous quarter
RACTrac Enhancements
2011 RACTrac Enhancements

• The AHA recently implemented enhancements to RACTrac to collect additional information on the impact of RACs on hospitals
• Enhancements were made at the request of hospitals, Allied hospital associations and RACTrac-compatible vendors
• Enhancements are effective April 1, 2011
• AHA will work with RACTrac-compatible vendors to incorporate new data elements into CSV files
• State and metro hospital associations will be able to access state-level data for each of the enhancements
RACTrac is now collecting data on:

1. Incorrect MS-DRG denials
   - Top three DRG codes denied

2. Medical necessity review (MNR) denials
   - Number and dollar amount of total MNR denials
   - Number and dollar amount of MNR denials for inappropriate setting
   - Top three DRG codes denied

3. RAC process problems
   - Questions added to the Administrative Burden section regarding a myriad of RAC process issues including (but not limited to!):
     - RAC customer service and responsiveness
     - Rescinded RAC requests
     - Discussion period
     - Untimely and inaccurate demand letters
     - 60-day determination period violation
     - Remittance advice issues
   …and the list goes on….
RACTrac is now collecting data on:

4. Other reasons for RAC denials
5. Cost of the appeals process

Additionally hospitals that upload CSV files to RACTrac from RACTrac compatible vendors are now able to validate their file. During the validation process, RACTrac will inform the user if there is conflicting data in their CSV file.
American Hospital Association

Questions and Answers

For more information on:
RACTrac
Tracking RAC activity with AHA’s Free Claim Level Tool
Previous RACTrac Webinars
www.aha.org/aha/issues/RAC/ractrac.html