

RAC Audit/Tracking Tool Vendors
May 7, 2013



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Vendors Appear in Alpha Order by Product Name

Product/Company Name	Contact	Contact Info	Compatible Status*
3M™ Audit Expert RAC Management Tool 3M Health Information Systems	John Garrett	3M Health Information Systems 575 West Murray Blvd. Salt Lake City, UT 84123 801-265-4329 jbgarrett@mmm.com	Compatible
<p>Product Description (submitted by vendor)</p> <p>The RAC Management Tool in the 3M™ Audit Expert software helps to improve an organization's ability to respond quickly and efficiently to Recovery Audit Contractor (RAC) requests, defend claims through the appeals process, and identify and understand any areas of risk in both the inpatient and outpatient settings. As part of 3M Audit Expert, providers can help reduce their risk of RAC audits by reviewing 100 percent of inpatient records for compliance errors at the point of coding. Customizable coding alerts, retrospective auditing capabilities, and the ability to trend a facility or health system against national norms (e.g., PEPPER and MedPAR) are also risk prevention features of 3M Audit Expert.</p> <p>The RAC Management Tool functions allow providers to:</p> <ul style="list-style-type: none"> ▪ Log record requests while automatically populating timelines and the associated requirements, if you are pursuing multiple levels of appeal ▪ Eliminate redundant data entry with access to coded data, demographics, and payer information ▪ Streamline workflow by creating worklists to guide response activities ▪ Improve communication among the RAC team members by granting access to multiple users ▪ Store valuable information, including the types of issues identified for re-opening claims, the amount of take-backs and associated reasons, and each level of appeal and outcome ▪ Proactively identify potential RAC issues through trending with pre-determined and customizable reports <p>3M goes beyond simply tracking RAC activity. The 3M™ RAC Ready Program tackles the underlying issues that may lead to improper payments now and in the future. The program helps to identify vulnerabilities with a baseline assessment, manage inappropriate short stay admissions by improving case management processes; and addresses coding accuracy with 3M Audit Expert software. With more than 25 years of healthcare experience and expertise, 3M Health Information Systems can help you be RAC Ready now and in the future. To learn more about the 3M RAC Ready Program visit www.3Mhis.com/racs.</p>			

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Audit-TRAX New Jersey Hospital Association – Healthcare Business Solutions, Inc.	Tim Keough	NJHA-HBS 760 Alexander Road PO Box 1 Princeton, NJ 08543 609.936.2222 tkeough@njha.com	Compatible
Product Description (submitted by vendor)			
<p>Stay on top of your RAC audits with Audit-TRAX, an affordable, web based workflow management tool. Audit-TRAX eases your administrative burden and provides facility operational enhancements and customized outcome reports for managing RAC audits from beginning to end. Audit-TRAX is much more than a simple tracking tool as you will see from a review of its robust features:</p> <ul style="list-style-type: none"> • Centralizes your hospital's RAC response process • Improves your clinical documentation and audit outcomes by collecting and analyzing audit data and tracking results • Facilitates your timely response to RAC requests with built in template letters • Monitors your appeal filings and status at all appeal levels • Empowers your facility to develop processes and standardize procedures related to RAC response • Permits the capture of scanned medical records or link to your EHR to enable simultaneous clinician review as well as prompt delivery of records to the RAC — thereby eliminating the need for repeat copies • Password protected CD or DVD output for your medical records and letters • Customized outcome reports to identify: <ul style="list-style-type: none"> ○ DRG errors / Coder errors ○ Physician documentation issues ○ Local Coverage Determination issues ○ Non-compliance with CMS' medical necessity guidelines ○ Overall financial impact of RAC audits per facility <p>Contact us: 609-936-2200 or Audit-trax@NJHA.com. www.njha.com/hbs/informationervices.aspx</p>			

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AudiTrends™ Online (formerly RAC Tracker Online)	Becky McLaughlin, Marketing Coordinator	MRO P.O. Box 61507 King of Prussia, PA 19406 888-252-4146 bmclaughlin@mrocorp.com http://www.mrocorp.com	Compatible
<p>Product Description (submitted by vendor):</p> <p>For healthcare providers seeking to effectively manage all payer audit processes including Recovery Audit Contractors (RAC) and respond to release-of-information (ROI) requests ahead of deadlines, MRO offers comprehensive compliance services and tracking software—AudiTrends™ Online. AudiTrends Online expands the functionality of traditional RAC software by managing the incoming medical record requests for ALL types of payer audits.</p> <p>AudiTrends Online allows healthcare providers to manage all payer audit processes and enforce appropriate billing procedures and deadline management across the enterprise. In addition to tracking all aspects of the process in one secure location, AudiTrends Online creates detailed trend analyses, identifying steps that will allow providers to enhance the claims process and improve clinical and financial information in an effort to avoid future audits.</p> <p>The affordable, payer audit management program is integrated with our flagship software, ROI Online, as well as offered as a stand-alone product for facilities not currently using the ROI management software.</p> <p>AudiTrends Online:</p> <ul style="list-style-type: none"> • AHA RACTrac compatible to facilitate quarterly reporting to the American Hospital Association; • Facilitates data entry of patient demographics and services provided; • Coordinates audit and denials processing workflow; • Offers the ability to electronically submit records via MRO's connection to the NHIN. MRO's participation in the esMD program benefits your organization by allowing substantial savings, better security and quicker delivery times; • Organizes provider requirements, process summaries, error analyses and deadlines; • Maintains requested documentation and auditor-related correspondence; • Manages ROI, financial and audit reporting; • EHR PLATINUM-level integration certification status. <p>As an optional service for AudiTrends Online, MRO can facilitate the secure distribution and delivery of medical records to the auditor through our ROI processing center, offering your organization further time and cost efficiencies.</p>			

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Axis – Audit Control / Quadax, Inc.	Len Stusek, Sr. Manager	Quadax, Inc. 7500 Old Oak Blvd. Cleveland, OH 44130 440-788-2249 lenstusek@quadax.com	Compatible
<p>Product Description (submitted by vendor)</p> <p>Axis™, part of Audit Control^X by Quadax, will equip your team to meet the RAC challenge effectively and efficiently. Axis is a secure, hosted application that's easy to use, interfacing with Xpeditor—our premier healthcare transaction management system—and your network to capture documentation required for analysis and appeals. Tracking, Workflow, and Management Reporting give you full control.</p> <p>Easy Access for your whole Team</p> <ul style="list-style-type: none"> • Hosted web application is available to any user with Internet access and a browser. • Secure connection • User security settings permit limits on access & activity <p>Documentation at your fingertips</p> <ul style="list-style-type: none"> • Gather function collects all claim, EOB, and tracking directly from Xpeditor • Other files—medical records, physician notes, coding notes, etc.—may be imported • Central repository of all relevant documents, request letters and all appeals <p>End-to-End Tracking of all activity</p> <ul style="list-style-type: none"> • Automatic tracking of every action • Utility to capture hours worked and workers' wages for cost reporting • Tracking by Audit Type, Audit Reason • Tracking of Appeals by Level, Determination <p>Configurable Workflow</p> <ul style="list-style-type: none"> • Basic levels pre-set from Request received to Submission • Views/Levels easily created and/or deleted to conform to your policies • Automated alerts tied to deadlines • Users settings enable assignment to specific workflow groups, appeal levels <p>Comprehensive Reporting</p> <ul style="list-style-type: none"> • Overview on Welcome window shows counts, dollars, or percentages in each status to quickly indicate financial impact • Report Scheduler permits unattended data gathering • Reports open in Microsoft Excel for advanced sorting, filtering, and other manipulation • Aging, Cost, & Conclusion reporting in addition to Current Status reporting and System/User Configuration reports 			

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ChartMaxx® RAC Manager MedPlus, a Quest Diagnostics Company	Jeff Lusby, ChartMaxx Regional Sales Director	MedPlus, a Quest Diagnostics Company jlusby@medplus.com 513.204.2781 4690 Parkway Drive Mason, OH 45040	Compatible
<p>Product Description (submitted by vendor)</p> <p>Our Care360 Suite of Healthcare IT Solutions are designed exclusively for the healthcare community. Our customers consistently tell us that ChartMaxx implementation and support services are outstanding. ChartMaxx has been ranked 'Best in KLAS' eight times out of the last 10 years, and 97 percent of our customers told KLAS they would buy ChartMaxx again.</p> <p>ChartMaxx RAC Manager provides an integrated solution that includes sophisticated workflow. Intelligent eForms tools provide complete tracking of RAC requests including cross-departmental review of the request, disclosing the record in paper or electronic format, tracking shipments and providing dashboard reports that include final dispositions and dollar amounts.</p> <p>RAC Manager was developed with direct input from our customers, and continues to be updated and improved to comply with the frequent changes to audit programs and regulations.</p> <p>ChartMaxx RAC Manager provides:</p> <ul style="list-style-type: none"> ▪ Flexible, customizable and expandable workflows, Intelligent eForms and work lists ▪ Increased visibility and accountability for the entire process from receipt of the first letter, through all levels of appeal and final disposition – including dashboard reports to show current risk levels, status and trends ▪ Release of paper or electronic medical records, tracking of release information, storing a copy of the information that was released, and single click launch to track packages ▪ Robust permission-based security profiles to limit access to sensitive data ▪ Scanning and storage of external documents in patient charts or non-patient specific cabinets, drawers and folders 			

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ClickON® RADs The SSI Group, Inc.	Marketing Department	The SSI Group, Inc. contact@ssigroup.com toll free: 800-881-2739	Compatible
<p>Product Description (submitted by vendor)</p> <p>SSI's ClickON® RADs (Recovery Audit Defense system) is the answer to Medicare's Recovery Audit Contractor (RAC) audit process. RADs has been built on a Document Management System (DMS) Claims Attachment engine platform. The DMS product has been in use for several years and the RADs product is a robust solution for tracking all facets of the RAC process. By using DMS tools, RADs automatically captures claim and remit images, and automates medical record requests through workflow routing. It imports or allows scanning of the medical record and tracks the RAC encounter from the initial letter through the entire appeals process. The system has alerts to keep organization from missing important deadlines. Plus, it has full reporting and enhanced security to restrict access for intended users only. RADs is a great RAC solution! It can handle more than just Medicare audits—it can be expanded to cover audits from almost any source.</p> <p><u>Features</u></p> <ul style="list-style-type: none"> ★ Document, store and track RAC audit requests and appeals ★ Automatically import, index and store ANSI 837 claims and ANSI 835 remits related to requested cases ★ Capture scanned images of the RAC request letter, determination letters and other documentation arriving during the review and appeal process ★ Customized workflows to route each case through Medical Records, Patient Financial Services, Compliance, Legal and any other location needed in the process ★ Provides a secure and centralized location for all RAC related documents— eliminates lost paperwork ★ Date and time stamped activity to allow tracking of the encounter through the entire audit and appeal process ★ Deadline calculation and tracking ★ <i>System alerts: Users are notified when a record is approaching a deadline - Important events are almost impossible to miss</i> ★ <i>System reporting shows the exact location of each encounter, the path it has followed, and the duration of each stop along the way</i> ★ Deliver documentation to the RAC or appellate entity in the manner they prescribe; CD/DVD, print, fax or electronically ★ UPS and FedEx tracking ★ Automated AHA RACTrac reporting 			

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Cobius Audit Manager/ Cobius Healthcare Solutions, LLC	Marcia Zakroff Senior Account Executive	847-656-8700, option 1 sales@cobius.com www.cobius.com	Compatible
<p>Product Description (submitted by vendor)</p> <p>Cobius Healthcare Solutions is a healthcare-focused solutions provider offering a suite of health information and revenue cycle solutions for today's biggest challenges. Cobius' Audit Manager is the answer that hospitals facing audits by Medicare's Recovery Audit Contractors (RAC Audits) and other auditors have been waiting for. The workflow-driven solution enables users to respond quickly to audit requests and then seamlessly manage those audits through to resolution, while making it possible to meet demanding audit schedules. The solution captures individual audit data, tracks and proactively alerts hospital audit team members of tasks and deadlines, captures and stores medical record and audit documentation, automates response letters, and provides financial and operational executive scorecards and reports. Easily integrates with your existing systems and with Cobius' products, including its Electronic Medical Record, Release Manager, and Abstract Manager.</p> <p>Cobius Audit Manger:</p> <ul style="list-style-type: none"> • Comprehensive, flexible, and scalable to meet your needs • Manage all audits with one easy-to-use system • Promotes rapid response to audit requests • Uses built-in workflow to simplify management, reduces errors, and minimizes data entry • Makes document sharing and collaboration easy, increasing efficiency and speeding appeals • Enables hospitals to manage thousands of cases simultaneously • Helps users detect sources of RAC concern • Integrates seamlessly with hospital billing systems and Cobius products • Browser-based system, so there is no software to install locally • Dynamic reports and dashboards give instant updates to senior management • Host the software yourself or let Cobius host it for you <p>Founded in 1999, Cobius Healthcare Solutions has been providing innovative software solutions to large and small hospitals and business partners nation-wide.</p>			

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Compliance 360® Claims Audit Manager	Mike Mitchell, Marketing Director	SAI Global Compliance 3780 Mansell Road, Suite 200 Alpharetta, GA 30009 678-527-2482 Mike.Mitchell@SAIGlobal.com www.compliance360.com/RAC	Compatible

Product Description (submitted by vendor)

The [Compliance 360 Claims Audit Manager](#), one of the most widely deployed solutions for managing claims audits, helps you take control of the process and minimize your losses. The Claims Audit Manager is used by providers to ensure thorough, accurate and timely responses to prevent the auditor from automatically recouping your payments.

The **Compliance 360 Claims Audit Manager** helps healthcare providers manage a wide variety of medical claims audits and appeals, including Medicare RAC, MIC, Medicaid RAC, MAC, ZPIC, CERT, PERM, MFCU and others. Claims Audit Manager is part of the industry leading Compliance 360 solution for healthcare that enables a comprehensive approach to regulatory compliance and risk management through one comprehensive, enterprise-wide platform.

With the **Compliance 360 Claims Audit Manager**, you can:

- Automate the management of the entire audit process across all departments and create organizational accountability with highly configurable workflows. With automated workflows and specific workflow templates for Automated and complex RAC audits, the Claims Audit Manager functions as your “Virtual Audit Coordinator”, enforcing deadlines and due dates throughout your organization and providing alerts that enable your team to avoid the automatic recoupment of legitimate revenues.
- Integrate Medicare RAC and other audits into your “Claims Audit System of Record”. Use the Compliance 360 Claims Audit Manager as your central location for managing Medicare RAC audits and all medical claims audits including MIC, Medicaid RAC, MAC, ZPIC, CERT, PERM, MFCU and others. With the Compliance 360 Claim Audit Manager, there is NO ADDITIONAL COST, as you expand the use to incorporate all claims audits. There is no need to purchase or install additional software. The expansion is accomplished using configurable workflow capabilities and audit-specific workflow templates provided by Compliance 360.
- Make well-informed decisions throughout complex RAC audit and appeals processes and proceed with appeals only when the outcome is likely to be successful.

For more information or to request a demonstration, please visit www.compliance360.com/rac

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Compliance and Revenue Integrity (CRI) MedeAnalytics	Barbara Piascik	MedeAnalytics 5858 Horton Street, Suite 475 Emeryville, CA 94608 Phone: 845-269-9538 Barbara.Piascik@medeanalytics.com	Compatible
Product Description (submitted by vendor): <p>Compliance and Revenue Integrity (CRI) provides daily insight into compliance risk and coding outliers. CRI enables healthcare providers to data mine and proactively manage compliance risk and protect revenue through an industry-leading analytics platform. CRI also provides a robust workflow solution to effectively manage the complex appeal process. Last, our dedicated account management team and subject matter expert with experience as a chief compliance officer will ensure best-practices are “hardwired” into the daily processes of each hospital’s compliance department</p> <ul style="list-style-type: none"> Protect Revenue by Assessing and Reducing Risk Monitor high-risk government and commercial audit targets using rules that capture the latest issues to proactively change coding and billing practices. Department, Management and Board Reporting Compliance-focused dashboards and reports provide comprehensive insight into compliance program performance and allow for automated board reporting. Increase Audit Appeal Success Rates Manage the workflow of a complex audit and develop effective prioritization strategies based on past audit experience. Identify Coding Outliers By comparing to both external and internal benchmarks, identify coding outliers and take action to reduce future risk and stay compliant. <p>MedeAnalytics delivers healthcare performance management solutions that improve financial, operational and clinical outcomes, with compelling return on investment and rapid time-to-value. For more information visit http://www.medeanalytics.com/</p>			

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ComplyTrack Wolters Kluwer Law and Business MediRegs	Denyse Dodd Product Manager 800-808-6800 Ext 2	Wolters Kluwer Law & Business MediRegs 1-800-808-6800 Ext 2 Denyse.Dodd@wolterskluwer.com http://www.mediregs.com/products.htm	Compatible
Product Description (submitted by vendor)			
<p>ComplyRAC ADM is a new module in the MediRegs ComplyTrackSM suite. ComplyRAC is specifically designed to handle the high-volume, time-sensitive, complex workflow needed to satisfy RAC record requests, process determination letters, and navigate the multi-tiered rebuttal and appeal process. ComplyRAC's robust report writer, together with its sophisticated SQL database gives the provider community the tools needed to manage the RAC process efficiently, and effectively, plus the power to detect, analyze, report, and predict trends. ComplyRAC maintains audit trails for all correspondence, detailed claim-level tracking from initial request through the multiple levels of appeal. It delivers pre-determined and customized reports at every level of detail throughout the entire process. ComplyRAC enables your RAC response teams to focus their efforts on the RAC process, eliminate redundant manual processes, and document, qualitatively and quantitatively, the RAC response team impact to facility management and board members alike.</p> <p>The ComplyTrack suite, in use in hundreds of hospitals throughout the United States is a web-based solution for total compliance program management. <i>ComplyTrackSM</i> is the most comprehensive, cost-effective, and practical set of compliance management solutions for the health care industry.</p>			

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HealthPort AudaPro™ HealthPort®	Melinda Sisk, Product Marketing Manager Lori Brocato, Product Manager	melinda.sisk@healthport.com 770.360.1788 lori.brocato@healthport.com 678.602.4820 www.healthport.com	Compatible
<p>Product Description (submitted by vendor)</p> <p>HealthPort is the authority on the compliant exchange of protected health information through release of information and audit management technology. In 2012, HealthPort processed over 400,000 RAC requests, along with tens of thousands of other government audits. You can rest assured your audits will be processed efficiency with the greatest sense of urgency.</p> <p>AudaPro™ – Complete Audit Management with Powerful Analytics</p> <p>HealthPort's top-tier audit management tool is a powerful, comprehensive audit management system to help automate, manage, and track the audit process while offering insight into dollars at risk of audit take-backs and dollars currently in appeal.</p> <p>AudaPro streamlines the entire audit process and helps manage, track, and report on critical data for each audit from request to appeal. Audit related requests are triaged and managed within specified deadlines to ensure that the additional volume of requests related to audits does not affect the timeliness, compliance, and quality of a facility's audit process. Also, audits become more manageable and less of a burden with integrated HealthPort Release of Information Services.</p> <p>Other benefits of AudaPro include drill-down dashboards for analytics and customized reporting to help identify where cash flow is impacted, audit conflict management to save valuable time and effort from double work, and dispute and appeals management and tracking. Electronic delivery shortens turnaround times, decreases delivery costs, and provides technical denial avoidance.</p> <p>In summary, HealthPort AudaPro allows facilities to:</p> <ul style="list-style-type: none"> • Integrate record mailing and tracking with one tool • Monitor every audit request that comes in the door • Ensure the ability to track and send records • Streamline how the records are moved through the system between case managers, auditors, and ROI staff • Achieve a streamlined and error-free workflow • Save precious resources like time and revenue • Electronically deliver requests within hours of submission <p>To learn more about HealthPort's government audit solutions, visit www.healthport.com/audapro.</p>			

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IOD - RACassist™ - RAC & Appeal Mgmt Tool	David Van Doren, RHIA, CCS, RAC-CT, AHIMA ICD-10 Certified Trainer President, Coding/HIM Consulting/EMR Abstraction Division	IOD 1030 Ontario Road Green Bay, WI 54311 800-236-3355 dvd@iodincorporated.com	Compatible
Product Description (submitted by vendor)			
<p>Created by the Revenue Cycle Analytics Team at IOD, RACassist™ is designed to provide varying levels of assistance to your organization in navigating the time and cost-consuming information requests and bewildering five-level appeal process associated with Medicare's expanded rollout of its RAC program. RACassist™ consists of our team of industry-renowned medical directors, MDs, nurses and other professionals working with our secure image repository of facility-specific RAC information requests designed to help ensure that your organization can respond in a timely manner and with maximum effectiveness to potentially costly RAC recoupment's.</p> <p>RACassist™ provides organizations the ability to "manage" the RAC process as opposed to being "managed" by the RAC.</p> <p>RACassist™ Summary:</p> <ul style="list-style-type: none"> • A flexible service model – We can provide document collection and conversion services, secure document access, as well as review and appeal processing for your facility. • Secure 24/7 access to chart images and reporting from our HIPAA compliant repository. • Experienced professional review and appeal team. • Transparent reporting - Your management team can quickly access reports showing where each audited file is within the process and where audits and denials can be reduced or eliminated in the future through increased education. • Low cost - Fees are defined by how much of the RACassist™ program you utilize. 			

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<i>InSight Audit</i> Craneware Insight	Jeff St. Vrain	Craneware InSight j.stvrain@craneware.com www.cranewareinsight.com/RAC	Compatible
Product Description (submitted by vendor)			
<p>InSight Audit is a comprehensive, web-based audit management tool that manages all of your medical claims audits and workflows from one central location.</p> <ul style="list-style-type: none"> • Covers all audits: RAC, CERT, MAC, MIC, OIG, commercial payer and more • Houses Patient Records: Track all data associated with audits and appeals • Maintains a Complete Document Repository: Access all case documents including request letters, appeal letters, outcome letters, medical records, and more • Provides Real-time Claim Lookup: Easily find the audited claim and automatically populate the necessary tracking fields • Records a Full Case History and Payments: View all history and correspondence for every case; Track recoupment and refund activity • Sends Automatic Reminders: So you never miss a deadline • Knowledgebase: Access to winning arguments and prior rulings from Administrative Law Judge (ALJ) appeals • Reports: Provide meaningful visibility into your entire audit process <p>The technology is backed up by hands-on experience with RAC since the beginning of the demonstration phase. Craneware InSight's Consulting division has appealed hundreds of RAC denials. Clients were able to cut their RAC financial risk and administrative burden by over 50% when compared to their peers nationally.</p> <p>As long as the RACs continue to make erroneous overpayment determinations, InSight Audit clients will have a significant advantage when it comes to efficiently tracking and successfully appealing RAC denials.</p> <p>Find out more about RAC best-practices at www.cranewareinsight.com/RAC . To schedule a demo, contact sales@craneware.com</p>			

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For more information about AHA RACTrac, this list, or to have your organization added, please contact ractracsupport@providercs.com or 1-888-722-8712

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Product/Company Name	Contact	Contact Info	Compatible Status*
Midas+ Care Management / Midas+ Solutions	Market Engagement	1-800-737-8835 midas.info@xerox.com	Compatible
<p>Product Description (submitted by vendor)</p> <p>Hospital Case Management is dedicated to efficiently coordinating patient care transitions while ensuring maximum hospital reimbursement. With the Midas+ Care Management solution, Case Managers can control all facets of care coordination, resulting in improved care delivery and lower risk of payment denial.</p> <p>Getting payers the information they need is vital to timely reimbursement and denial avoidance. Case Managers using Midas+ Care Management collect all the information needed to ensure concurrent certification and, in doing so, dramatically reduce the need for costly appeals management.</p> <p>To support clients collecting and submitting data to the AHA RACTrac Survey Tool electronically, Midas+ offers a solution that simplifies the process. The Midas+ AHA RACTrac Data Collection and Extraction Toolkit gives users the ability to:</p> <ul style="list-style-type: none"> • Capture concurrent RAC audit data for each individual case, including reason and associated dollars • Automate and track appeal process and follow-up tasks • Receive automated worklist alerts • Create appeal letters and maintain electronic copies of all communication • Include aggregate data that reflects an organization's RAC audit experience prior to use of the Midas+ tool • Comply with AHA RACTrac associated codes and descriptions with defined dictionary terms • Generate data extraction files (in CSV format) suitable for submission to AHA RACTrac <p>With approximately 1,500 clients, Midas+ Solutions is a preferred healthcare workflow automation and strategic performance management partner.</p>			

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OnBase RAC Administration Solution Hyland Software, Inc.	Susan deCathelineau, MS, RHIA Manager, Healthcare Solutions	Hyland Software 28500 Clemens Road Westlake, OH 440.788.5854 C: 612.718.9928 Susan.Decathelineau@onbase.com	Compatible

Product Description (submitted by vendor):

Developed with direct input from customers who have participated in the initial audit process, the OnBase RAC Administration Solution is designed to make a complex auditing situation manageable by auto-calculating request dates, managing tasks, tracking communications, storing documentation, containing contact information, and quick glance reporting. Dashboards provide an overview of the status of all Healthcare RAC audits, cash flow, high risk areas, and the ability to drill down on problem areas to quickly identify and correct bottlenecks.

The OnBase RAC Administration Solution enables healthcare providers to:

- Configure and track any type of Healthcare audit for an all encompassing experience (including, but not limited to: RAC, MAC, PERM, ZPIC, CERT, PSC, OIG, QIC, MIP, MFCU)
- Configure security by roles, facilities and screens, limiting the amount of sensitive data can be seen
- Pre-load patient information data via 837/835 processors or flat file for a quick, low-hassle search
- Respond promptly to medical record requests and meet deadlines
- Store external documents in the solution with corresponding claims
- Manage tracking information of packages sent; receive shipping status with a single click
- View easily accessible dashboards, allowing for quick glance, accurate assessments
- Track multi-facility requests, limits, and cash flow using configured groupings
- View management dashboard and status reports for deadline risks and overview of all audits
- Respond to auto-generated Email notifications for task and audit assignments

OnBase Healthcare solutions are built using the OnBase Enterprise Content Management (ECM) suite and are deployed to meet an organization's specific content management and process requirements. Whether a small community hospital or a large network of hospitals, integrated OnBase solutions improve departments across a healthcare organization, including the revenue cycle, health information management, administrative operations and more.

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Product/Company Name	Contact	Contact Info	Compatible Status*
RAC Audit Tracking/Rycan Technologies, Inc.	Ben Widboom	P.O. Box 306 349 W. Main St., Suite 4 Marshall, MN 56258 800-201-3324 x 304 benw@rycan.com www.rycan.com	Compatible
<p>Product Description (submitted by vendor)</p> <p>Rycan Technologies has been an industry leader in the electronic remittance world for over a decade. Assisting facilities of all sizes from the single practice physician offices to the multi-hospital health systems in the transition from a paper-based remittance system to the rapidly evolving world of electronic remittance. Rycan's Reimbursement Reporter product encompasses a full suite of Revenue Cycle products including Remittance Management, Reporting and Data-Mining, Denial Management, Contract Management, Coordination of Benefits, and EDI/Clearinghouse Services. Rycan Technologies is a web-based software solution that also provides tools to efficiently manage the RAC process. By integrating with current claim data much of the process has been automated with minimal manual entry necessary. Integrated appeal letters with customizable canned text are just one of several ways we will save you time and money.</p> <ul style="list-style-type: none"> • Appeal Letters Integrated into workflow • Tracking Log to see status of any or all claims in the RAC process • Standard Reports and Ad-Hoc Reports allow you to perform self-audits before the RAC • Workflow can easily be used across multiple departments for an efficient response time 			

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Product/Company Name	Contact	Contact Info	Compatible Status*
RAC Guard The Wellington Group LLC	Scott Earich Principal	6133 Rockside Road, Suite 205 Independence, OH 44131 216-525-220 ext. 215 searich@wellingtongroup.biz www.wellingtongroup.biz	Compatible
<p>Product Description (submitted by vendor)</p> <p>The Wellington Group, LLC is a healthcare consulting and software solutions firm that helps hospitals nationwide to improve their financial and operational performance.</p> <p>RAC Guard is a web based software solution that addresses the entire RAC life cycle – Assessment, Tracking, Claim Review, Document Repository AND Prevention.</p> <p>Assessment – Wellington consultants using the RAC Guard tool analyze historical claims data using RAC criteria to estimate your potential financial exposure and identify areas of greatest vulnerability.</p> <p>Document Repository - All documents associated with the RAC process can centrally stored for easy retrieval.</p> <p>Tracking – RAC Guard tracks requests from the time of receipt through the entire appeal process. User's can define tasks and personnel assignments. The software notifies staff of upcoming request and task deadlines, so you won't lose revenue due to missed deadlines.</p> <p>Claim Review - The vulnerability analysis can be used to guide internal reviews, audits and correction of current processes. RAC Guard enables the user to extract a sample set of claims from an area of vulnerability for auditing and tracks the results. The software supports routine audits of target areas and reporting of audit results over time provides a key performance-monitoring tool.</p> <p>Reporting - RAC Guard has full complement of drill down reports for reviewing claim and appeal status, claim audits, upcoming deadlines, summarizing costs, payouts, etc.</p> <p>Prevention – RAC Guard and Wellington's Ambulatory Revenue manager analyzes claims on a daily basis and identifies claims with potential over and under payment issues. The process identifies claims that are likely to be selected for RAC automated or complex reviews. Identifying these claims gives the hospital the ability to correct the claim BEFORE it is submitted.</p>			

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RACTelligence Tracking / PACE Healthcare Consulting, LLC	Amanda Berglund	33 Office Park Rd. Hilton Head, SC 29928 (843) 375-8972, x3 Direct: (707) 576-9462 Email: amanda.berglund@pacehcc.com	Compatible
Product Description (submitted by vendor)			
<p>RACTelligence™ (link to www.ractelligence.com) Tracking software was designed by RAC experts to help hospitals and physicians track all of their RAC activity from the initial documentation request through denial notification and appeals with a simple, easily scalable user interface.</p> <p><u>Functionality:</u></p> <ul style="list-style-type: none"> • Due dates for medical record and appeals submission are clearly displayed • Users can upload patient information to avoid re-keying to critical information • RAC Activity reports can be printed or emailed and shared with key personnel and committees • The optional RACTelligence™ (link to www.ractelligence.com) Issues Database web-enabled tool gives you access to your regional RACs issues that allows you to search, filter and organize the issues that are most important to your organization <p><u>Benefits:</u></p> <ul style="list-style-type: none"> • Affordable – tiered pricing based on the size and needs of the organization • Easy to use – user manual and training demo on our website (link to www.ractelligence.com) • Scalable from single-user licenses for physician offices and small hospitals to multi-user licenses for large healthcare systems • Instantly available – single-users can download immediately from our website no matter what time of day; multi-users can be up and running on the program within 24-hours <p><u>We are the RAC experts:</u></p> <p>Our designers and testers are hospitals executives who have experienced the RAC program first-hand and are now sought after for speaking engagements on the subject. The partners at PACE are so focused on RAC Readiness and Appeals that they authored the recently published RAC Toolkit for Hospitals and Health Systems (link to http://www.hcmarketplace.com/prod-9518/The-RAC-Toolkit-for-Hospitals-and-Health-Systems.html) and are in the process of writing a similar book on RAC for physician practices.</p>			

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Revenue Integrity Compass/ Advisory Board Company	Stefanie Isley, Director	Advisory Board Company 2445 M Street, NW Washington, DC 20037 202-266-5600 isleys@advisory.com	Compatible
Product Description (submitted by vendor)			
<p>Revenue Integrity Compass represents a holistic approach towards helping hospitals safeguard their revenues in the face of prepayment and post-payment audits. This program is built upon an innovative business intelligence platform which not only ensures audit compliance and accountability, but also drives performance improvement by continuously updating target area algorithms to ensure proactive responses to evolving areas of vulnerability. Customizable worklists, alerts and analytics are all supported by Dedicated Advisors assigned to each organization to help identify areas of opportunity and protect revenues. Working collaboratively with a cohort of similar organizations from across the country, hospitals participating in Revenue Integrity Compass will have the advantage of shared learning and best practices to the minimize the impact of audits.</p> <p>Revenue Integrity Compass allows providers to:</p> <ul style="list-style-type: none"> • Automatically upload 837 claims to evaluate all data relevant to audits, without the need for manually entry or data management • Track audit compliance and accountability measures to eliminate missed deadlines and automatic take-backs • Analyze performance metrics to determine appropriate reserve, appeals and coding strategies • Proactively identify evolving audit target areas to preemptively prepare records and appeals, ensuring appropriate reimbursements are safeguarded from unnecessary take-backs <p>For over 30 years, The Advisory Board Company has served a membership of over 2,700 hospitals across the United States with a variety of research, consulting, educational and analytic services. Our revenue cycle expertise includes working with over 500 US hospitals on a variety of business intelligence programs, all designed to ensure maximized revenues and minimized denials or take-backs. Our unique approach combines best-in-class technology with Dedicated Advisors who serve as consultants devoted to highlighting areas of opportunity for organizational improvement. By utilizing these services in conjunction with a cohort of like-minded organizations, the Advisory Board has consistently delivered strong results and improved performance for our member hospitals.</p>			

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TRACK+ Array Software	David Henshaw	Array Software 540 Meadow Street Agawam, MA 01001 413-789-2600 dhenshaw@arraysoftware.com	Compatible
Product Description (submitted by vendor)			
<p>TRACK+ is the new RAC Audit tracking tool for Meditech® MAGIC hospitals from Array Software. TRACK+ will help define, refine, and standardize your process, and provide tools to manage the process efficiently. TRACK+ is different from all the other RAC management tools because it is able to use its robust integration to automatically pull data from the Meditech® modules including Medical Records, Abstracting, and B/AR to meet the auditors' needs.</p> <p>Built on the proven, mature TASK+ task-management system, TRACK+ has features and enhancements designed expressly for RAC Audits, including:</p> <ul style="list-style-type: none"> ▪ Batch processing of RAC auditors' requests for medical record resulting in each record becoming an individual task. ▪ Auto-assignment to the designated people on the RAC team who need to provide input or perform specific functions related to the task. ▪ Documentation that stays with the RAC task throughout its "lifecycle". ▪ Centrally located data accessible for all RAC team members to review and monitor. ▪ Standard and custom reports are easy to generate to meet internal needs, and the reports support aggregate reporting needs for state/regional and AHA. <p>TRACK+ is written in NPR, so no new hardware is needed for Meditech® MAGIC hospitals, and the software has a familiar MAGIC look and feel for users. TRACK+ can be used for audits for internal uses too, by providing trend tracking for finding and correcting repeat errors, and showing the monetary impact of the RAC Audit.</p> <p>From the moment the RAC auditors' letters are received by the hospital, to the final determination and closing of the case, Array's TRACK+ software will provide a comprehensive tool for maintaining the detailed records required of the RAC process.</p>			

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Veracity Intersect Healthcare	Brian McGraw	Intersect Healthcare, Inc. 1729 York Road, Suite 200 Lutherville, MD 21093 410-252-4343 bmcgraw@intersecthealthcare.com www.intersecthealthcare.com http://www.intersecthealthcare.com/rac.htm	Compatible
Product Description (submitted by vendor)			
<p>VERACITY™ is a comprehensive all-payer audit and compliance management system that coordinates the inner workings of your hospital's RAC Response Team. Our process-driven workflows, connectivity and automated appeals CaseFlow promises to ease the financial and operational impact of RAC and MIP audits on providers. VERACITY provides critical support for an integrated, automated and thorough RAC case flow and response process.</p> <p>VERACITY™ centrally manages all Medicare, Medicaid and Commercial audits and streamlines workflows across the multiple departments involved in responding. This translates into improved staff productivity, quicker RAC response and appeal resolution. Accounts and cases flow between departments in real-time, ensuring actionable items are completed with measurable accountability for each step in the process. VERACITY case escalation features automatically route upheld appeals to the next level of action. The audit is mapped and managed in detail from the request for records through the ALJ hearing and beyond if necessary. VERACITY includes deep-dive claim and remittance data mining for all audits, providing real-time financial risk assessments and launching the results immediately into internal audit, or compliance workflows.</p> <p>VERACITY™ Features:</p> <ul style="list-style-type: none"> • Configurable and adaptable audit workflows • Timeframe Management • Access to LCD'S and NCD's at the Case Level • Automated Case Processing • Auto Appeal Escalation • RAC Analytics and Reporting • Rapid Deployment • e-Delivery of Records, Appeals & ALJ Forms • Document Repository • Air-Tight Security, Access Logs and Audit Trails 			

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