Exploring the Impact of the RAC Program on Hospitals Nationwide

Results of AHA RAC TRAC Survey, 3rd Quarter 2014

December 12, 2014
Centers for Medicare & Medicaid Services (CMS) Recovery Audit Contractors (RACs) conduct reviews of Medicare payments to health care providers, including:

- automated reviews that use computer software to detect improper payments
- complex reviews that utilize human review of medical records and other medical documentation

Improper payments include:

- incorrect payment amounts;
- incorrectly coded services (including Medicare severity diagnosis-related group (MS-DRG) miscoding);
- non-covered services (including services that are not reasonable and necessary); and
- duplicate services

Automated activity includes the traditional automated activity as described above as well as semi-automated review activity. These claims are denied in an automated manner if supporting documentation is not received on a timely basis.
RAC TRAC Background

- AHA created RAC TRAC—a free, web-based survey—in response to a lack of data provided by CMS on the impact of the RAC program on America's hospitals.
  - Hospitals use AHA's online survey application, RAC TRAC (accessed at www.aharactrac.com), to submit their data regarding the impact of the RAC program.
  - Many survey questions are designed to collect cumulative RAC experience data, from the inception of a hospital's RAC activity through the 3rd quarter of 2014.
  - Survey registration information and RAC TRAC support can be accessed at ractracsupport@providercs.com or 1-888-722-8712.
  - Hospitals submit data to RAC Trac through their claim tracking tools
    - 21 external vendors offer an upload function to export a hospital's RAC data to RAC Trac, or hospitals can choose to utilize the claim-level tracking tool provided by the AHA.
Executive Summary

- 2,528 hospitals have participated in RAC TRAC since data collection began in January of 2010. 1,037 hospitals participated this quarter.
- 28% of hospitals indicated they experienced outpatient coding denials – an increase of 18% of hospitals since Q1 2014. 25% of hospitals also received denials for inpatient coding.
- Hospitals reported appealing 48% of all RAC denials, with a 70% success rate in the appeals process.
  - The appeals overturn rate may be impacted by appeals withdrawn by hospitals for rebilling.
- 59% of all appealed claims are still sitting in the appeals process.
- 58% of all hospitals reported spending more than $10,000 managing the RAC process during the 3rd quarter of 2014, 39% spent more than $25,000 and 9% spent over $100,000.
There are four RAC regions nationwide. Participation in RAC TRAC is generally consistent with hospital representation in each of the RAC regions.

Distribution of Hospitals by RAC Region and Hospitals Participating in RAC TRAC by RAC Region, through 3rd Quarter 2014

<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>16%</td>
</tr>
<tr>
<td>Region B</td>
<td>19%</td>
<td>23%</td>
</tr>
<tr>
<td>Region C</td>
<td>40%</td>
<td>35%</td>
</tr>
<tr>
<td>Region D</td>
<td>26%</td>
<td>26%</td>
</tr>
</tbody>
</table>

Source: Centers for Medicare and Medicaid Services
RAC Reviews
The average number of medical record requests and denials increased between Quarter 1 and Quarter 3 of 2014.

Average Automated Denials, Complex Denials and Medical Records Requests Among Participating Hospitals, through 3rd Quarter 2014*

*Response rates vary by quarter.
Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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 has the highest average number of medical record requests, on a per hospital basis.

Average Number of Medical Records Requested from Participating Hospitals With Complex Medical Record RAC Activity, through 3rd Quarter 2014*

<table>
<thead>
<tr>
<th>Region</th>
<th>All activity through Quarter 1, 2014</th>
<th>All activity through Quarter 3, 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region A</td>
<td>2001</td>
<td>1927</td>
</tr>
<tr>
<td>Region B</td>
<td>1306</td>
<td>1316</td>
</tr>
<tr>
<td>Region C</td>
<td>1210</td>
<td>1231</td>
</tr>
<tr>
<td>Region D</td>
<td>1406</td>
<td>1535</td>
</tr>
</tbody>
</table>

*Response rates vary by quarter.

Source: AHA. (October 2014). RAC TRAC Survey

AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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.
51% of hospitals reported that over three-fourths of their claims were requested by a RAC after the timely filing window had elapsed.

Percent of Participating Hospitals Reporting the Percentage of Medical Records Requested after the Timely Filing Window had Elapsed, through 3rd Quarter 2014

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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
The average dollar value of an automated denial was $688 and the average dollar value of a complex denial was $5,615.

Average Dollar Value of Automated and Complex Denials Among Hospitals Reporting RAC Denials, through 3rd Quarter 2014

<table>
<thead>
<tr>
<th>RAC Region</th>
<th>Automated Denial</th>
<th>Complex Denial</th>
</tr>
</thead>
<tbody>
<tr>
<td>NATIONWIDE</td>
<td>$688</td>
<td>$5,618</td>
</tr>
<tr>
<td>Region A</td>
<td>$529</td>
<td>$5,535</td>
</tr>
<tr>
<td>Region B</td>
<td>$841</td>
<td>$5,284</td>
</tr>
<tr>
<td>Region C</td>
<td>$792</td>
<td>$5,618</td>
</tr>
<tr>
<td>Region D</td>
<td>$422</td>
<td>$5,999</td>
</tr>
</tbody>
</table>

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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
RACs are issuing automated denials for many different reasons.

Percent of Participating Hospitals by Top Reason for Automated Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 3\textsuperscript{rd} Quarter 2014

Survey participants were asked to rank denials by reason, according to dollar impact.

- Outpatient Billing Error: 38%
- Inpatient Coding Error (MSDRG): 9%
- Duplicate Payment: 16%
- Outpatient Coding Error: 13%
- Incorrect Discharge Status: 2%
- All Other: 23%

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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: Too few hospitals answered this question in Q3 2014 to provide results.

Percent of Participating Hospitals by Top Reason for Automated Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 3rd Quarter 2014, Region A

Survey participants were asked to rank denials by reason, according to dollar impact.

- Outpatient Billing Error
- Inpatient Coding Error (MSDRG)
- Duplicate Payment
- Outpatient Coding Error
- Incorrect Discharge Status
- All Other

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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 reported incorrect discharge status 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, 3\textsuperscript{rd} Quarter 2014, Region B

Survey participants were asked to rank denials by reason, according to dollar impact.

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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: Hospitals reported outpatient billing error as the top reason for RAC denials.

Percent of Participating Hospitals by Top Reason for Automated Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 3rd Quarter 2014, Region C

Survey participants were asked to rank denials by reason, according to dollar impact.

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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 D: Hospitals reported a large percentage of denials for duplicate payment and for incorrect discharge status.

Percent of Participating Hospitals by Top Reason for Automated Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 3rd Quarter 2014, Region D

Survey participants were asked to rank denials by reason, according to dollar impact.

- Outpatient Billing Error: 28%
- Inpatient Coding Error (MSDRG): 6%
- Duplicate Payment: 6%
- Outpatient Coding Error: 22%
- Incorrect Discharge Status: 22%
- All Other: 17%

Source: AHA. (October 2014). RAC TRAC Survey
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Complex RAC Denials
The most commonly cited reasons for a complex denial are “outpatient coding” and “inpatient coding.”

<table>
<thead>
<tr>
<th>Reason</th>
<th>All Activity In Quarter 4, 2013</th>
<th>All Activity in Quarter 1, 2014</th>
<th>All Activity in Quarter 3, 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short Stay Medically Unnecessary</td>
<td>65%</td>
<td>59%</td>
<td>51%</td>
</tr>
<tr>
<td>Inpatient Coding</td>
<td>25%</td>
<td>28%</td>
<td>25%</td>
</tr>
<tr>
<td>Discharge Status</td>
<td>14%</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>Other Medically Unnecessary</td>
<td>37%</td>
<td>35%</td>
<td>37%</td>
</tr>
<tr>
<td>Medically Unnecessary Longer than 3 Days</td>
<td>14%</td>
<td>14%</td>
<td>12%</td>
</tr>
<tr>
<td>No Documentation</td>
<td>12%</td>
<td>13%</td>
<td>8%</td>
</tr>
<tr>
<td>Outpatient Coding</td>
<td>28%</td>
<td>10%</td>
<td>7%</td>
</tr>
<tr>
<td>Other</td>
<td>9%</td>
<td>11%</td>
<td>16%</td>
</tr>
</tbody>
</table>

Survey participants were asked to select all reasons for denial.

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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.

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Nationally, hospitals reported a higher percentage of denials for incorrect outpatient coding/billing error and for incorrect discharge status.

Survey participants were asked to rank denials by reason, according to dollar impact.

Percent of Participating Hospitals by Top Reason for Complex Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 3rd Quarter 2014

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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: Hospitals reported a higher percentage of denials for incorrect outpatient coding/billing error and for incorrect discharge status.

Percent of Participating Hospitals by Top Reason for Complex Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 3rd Quarter 2014, Region A

Survey participants were asked to rank denials by reason, according to dollar impact.

- Short Stay Medically Unnecessary: 6%
- Medically Unnecessary Inpatient Stay Longer than 3 days: 20%
- Other Medically Unnecessary: 33%
- Incorrect MS-DRG or Other Coding Error: 20%
- No or Insufficient Documentation in the Medical Record: 6%
- Incorrect APC or Other Outpatient Coding/Billing Error: 14%
- Incorrect Discharge Status: 6%
- All Other: 6%

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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 reported an increase in the percentage of denials for no or insufficient documentation, as well as incorrect outpatient coding or billing error.

Percent of Participating Hospitals by Top Reason for Complex Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 3rd Quarter 2014, Region B

Survey participants were asked to rank denials by reason, according to dollar impact.

- Short Stay Medically Unnecessary: 19%
- Medically Unnecessary Inpatient Stay Longer than 3 days: 27%
- Other Medically Unnecessary: 19%
- Incorrect MS-DRG or Other Coding Error: 8%
- No or Insufficient Documentation in the Medical Record: 27%
- Incorrect APC or Other Outpatient Coding/Billing Error: 8%
- Incorrect Discharge Status: 19%
- All Other: 8%

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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: Hospitals reported a higher percentage of denials for incorrect outpatient coding/billing error and for incorrect discharge status.

Percent of Participating Hospitals by Top Reason for Complex Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 3rd Quarter 2014, Region C

Survey participants were asked to rank denials by reason, according to dollar impact.

- 4% Short Stay Medically Unnecessary
- 20% Medically Unnecessary Inpatient Stay Longer than 3 days
- 28% Other Medically Unnecessary
- 48% Incorrect MS-DRG or Other Coding Error
- 4% No or Insufficient Documentation in the Medical Record
- 4% Incorrect APC or Other Outpatient Coding/Billing Error
- 4% Incorrect Discharge Status
- 4% All Other

Source: AHA. (October 2014). RAC Trac Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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 D: Hospitals noted an increase in the percentage of denials related to incorrect discharge status.

Percent of Participating Hospitals by Top Reason for Complex Denials by Dollar Amount for Medical/Surgical Acute Hospitals with RAC Activity, 3rd Quarter 2014, Region D

Survey participants were asked to rank denials by reason, according to dollar impact.

- Short Stay Medically Unnecessary: 27%
- Medically Unnecessary Inpatient Stay Longer than 3 days: 18%
- Other Medically Unnecessary: 18%
- Incorrect MS-DRG or Other Coding Error: 27%
- No or Insufficient Documentation in the Medical Record: 10%
- Incorrect APC or Other Outpatient Coding/Billing Error
- Incorrect Discharge Status
- All Other

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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
52% of participating hospitals report having a denial reversed during the discussion period, including 71% of hospitals in Region A.

Percent of Participating Hospitals with Denials Reversed During the Discussion Period, National and by Region, 3rd Quarter 2014

<table>
<thead>
<tr>
<th>Reversed Denials by RAC Region</th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region A</td>
<td>71%</td>
<td>22%</td>
<td>7%</td>
</tr>
<tr>
<td>Region B</td>
<td>54%</td>
<td>40%</td>
<td>6%</td>
</tr>
<tr>
<td>Region C</td>
<td>50%</td>
<td>43%</td>
<td>7%</td>
</tr>
<tr>
<td>Region D</td>
<td>31%</td>
<td>61%</td>
<td>8%</td>
</tr>
</tbody>
</table>

The discussion period is intended to be a tool that hospitals may use to reverse denials and avoid the formal Medicare appeals process. All RACs are required to allow a discussion period in which a hospital may share additional information and discuss the denial with the RAC. During the discussion period a hospital may gain more information from the RAC to better understand the cause for the denial and the RAC may receive additional information from the hospital that could potentially result in the RAC reversing its denial.

Source: AHA. (October 2014). RAC TRAC Survey
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Nationwide hospitals report appealing 47% of RAC denials including over half of all denials in Region D.

Total Number and Percent of Automated and Complex Denials Appealed by Hospitals with Automated or Complex RAC Denials, by Region, through 3rd Quarter 2014

<table>
<thead>
<tr>
<th>Region</th>
<th>Total Number of Denials Available* for Appeal</th>
<th>Total Number of Denials Appealed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nationwide</td>
<td>540,203</td>
<td>254,537</td>
</tr>
<tr>
<td>Region A</td>
<td>106,939</td>
<td>46,500</td>
</tr>
<tr>
<td>Region B</td>
<td>103,472</td>
<td>43,409</td>
</tr>
<tr>
<td>Region C</td>
<td>215,773</td>
<td>111,352</td>
</tr>
<tr>
<td>Region D</td>
<td>113,975</td>
<td>53,276</td>
</tr>
</tbody>
</table>

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<tr>
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<th>Total Number of Denials Available* for Appeal</th>
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<td>Nationally</td>
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<tr>
<td>Region D</td>
<td>113,975</td>
<td>53,276</td>
</tr>
</tbody>
</table>

* Available for appeal means that the hospital received a demand letter for this claim, as a result of either automated or complex review.

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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.

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41% of all hospitals filing an appeal of a RAC denial – to any level of the appeals system – during Q3 2014 reported appealing short stay medically unnecessary denials.

Percent of Participating Medical/Surgical Acute Hospitals Reporting RAC Appeals by Denial Reason, 3rd Quarter 2014

Survey participants were asked to select all reasons for denial.

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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.
For over 62% of claims appealed to the ALJ, the judge has taken longer than the statutory limit of 90 days to provide a determination to the hospital.

Percent of Appeals for which ALJ has taken Longer than the Statutory Maximum of 90 Calendar Days to Issue a Decision, through 3rd Quarter 2014

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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.

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23% of reporting hospitals reported having claims denied for DRG Validation converted into full medical necessity denials when the determination was appealed.

Percent of Responding Hospitals Experiencing Denied Claims Converted to Full Medical Necessity Denials during Appeals Process, 3rd Quarter 2014

- Experienced Denied Claims Converted to Full Medical Necessity Denials during Appeals Process: 23%
- Did Not Experience Denied Claims Converted to Full Medical Necessity Denials during Appeals Process: 77%

Source: AHA. (October 2014). RAC TRAC Survey
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59% of all cumulative claims appealed are still sitting in the appeals process.

Percent of Appealed Claims Pending Determination for Participating Hospitals, by Region, through 3rd Quarter 2014*

- **Region A**: 51%
- **Region B**: 52%
- **Region C**: 63%
- **Region D**: 59%
- **NATIONWIDE**: 59%

*Response rates vary by quarter.

Source: AHA. (October 2014). RAC TRAC Survey

AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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.

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Of the claims that have completed the appeals process, 70% were overturned in favor of the provider.

### Summary of Appeal Rate and Determinations in Favor of the Provider, for Hospitals with Automated or Complex RAC Denials, through 3rd Quarter 2014*

<table>
<thead>
<tr>
<th></th>
<th>Appealed</th>
<th>Percent of Denials Appealed</th>
<th>Number of Denials Awaiting Appeals Determination</th>
<th>Number of Denials Not Overturned from Appeals Process** (Withdrawn/Not Continued)</th>
<th>Number of Denials Overturned in the Appeals Process</th>
<th>Percent of Appealed Denials Overturned (as a Percent of Total Completed Appeals)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NATIONWIDE</td>
<td>223,942</td>
<td>48%</td>
<td>132,593</td>
<td>26,329</td>
<td>60,396</td>
<td>70%</td>
</tr>
<tr>
<td>Region A *</td>
<td>15,905</td>
<td>51%</td>
<td>8,063</td>
<td>3,655</td>
<td>3,442</td>
<td>48%</td>
</tr>
<tr>
<td>Region B</td>
<td>43,409</td>
<td>42%</td>
<td>22,389</td>
<td>6,090</td>
<td>13,717</td>
<td>69%</td>
</tr>
<tr>
<td>Region C</td>
<td>111,352</td>
<td>52%</td>
<td>70,543</td>
<td>10,566</td>
<td>28,037</td>
<td>73%</td>
</tr>
<tr>
<td>Region D</td>
<td>53,276</td>
<td>47%</td>
<td>31,598</td>
<td>6,018</td>
<td>15,200</td>
<td>72%</td>
</tr>
</tbody>
</table>

*Manual survey entries only for Region A. Due to survey submission error, total appeals may be greater than the sum of ending/withdrawn/overturned appeals.

** May include appeals withdrawn to re-bill.

*Response rates vary by quarter.
Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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.
55% of hospitals with a RAC denial overturned had a denial reversed because the care was found to be medically necessary.

Percent of Participating Hospitals That Had a Denial Overturned by Reason, 3rd Quarter 2014

Survey participants were asked to select all reasons for appeal overturn.

- 55% of hospitals with a RAC denial overturned had a denial reversed because the care was found to be medically necessary.
- 34% of hospitals had a denial reversed because the care was found to be medically necessary.
- Additional information provided by the hospital substantiated the claim.
- The RAC made an error in its determination process.
- The claim is currently under review by a different auditor.
- Other

Source: AHA. (October 2014). RAC TRAC Survey

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Administrative Burden
Hospitals experience many types of administrative impacts due to RACs.

Impact of RAC on Participating Hospitals* by Type of Impact, 3rd Quarter 2014

* Includes participating hospitals with and without RAC activity

Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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.
58% of all hospitals reported spending more than $10,000 managing the RAC process during the 3rd quarter of 2014, 39% spent more than $25,000 and 9% spent over $100,000.

Percent of Participating Hospitals* Reporting Average Cost Dealing with the RAC Program, 3rd Quarter 2014

* Includes participating hospitals with and without RAC activity
Source: AHA. (October 2014). RAC TRAC Survey
AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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 report widespread RAC process-related issues, including multiple problems with MACs and the demand letter process.

Percent of Participating Hospitals Reporting RAC Process Issues, by Issue, 3rd Quarter 2014

<table>
<thead>
<tr>
<th>Issue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not receiving a demand letter informing the hospital of a RAC denial</td>
<td>53%</td>
</tr>
<tr>
<td>Demand letters lack a detailed explanation of the RAC’s rationale for denying the claim</td>
<td>44%</td>
</tr>
<tr>
<td>Problems reconciling pending and actual recoupment due to insufficient or confusing information on the remittance advice</td>
<td>38%</td>
</tr>
<tr>
<td>Receiving a demand letter announcing a RAC denial and pending recoupment AFTER the denial has been reported on the remittance</td>
<td>38%</td>
</tr>
<tr>
<td>Long lag (greater than 30 days) between date on review results letter and receipt of demand letter</td>
<td>37%</td>
</tr>
<tr>
<td>RAC not meeting 60-day deadline to make a determination on a claim</td>
<td>31%</td>
</tr>
<tr>
<td>Long lag (greater than 15 days) between date on demand letter and receipt of demand letter</td>
<td>29%</td>
</tr>
</tbody>
</table>

*Includes participating hospitals with and without RAC activity

Source: AHA. (October 2014). RAC TRAC Survey

AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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 continue to report a wide variety of RAC process problems.

Percent of Participating Hospitals Reporting RAC Process Issues, by Issue, 3rd Quarter 2014

- **RAC is rescinding medical record requests after you have already submitted the records**: 26%
- **Problems with remittance advice RAC code N432**: 18%
- **RAC is mailing medical record requests to wrong hospital or wrong contact at your hospital**: 16%
- **RAC is auditing a particular MS-DRG or type of claim that is not approved by CMS**: 5%
- **RACs auditing claims that are older than the 3 year look-back period**: 4%
- **Problems with postage reimbursement**: 1%
- **RAC is issuing more than one medical record request within a 45-day period**: 0%
- **Other issues/problems**: 14%

*Includes participating hospitals with and without RAC activity*

Source: AHA. (October 2014). RAC TRAC Survey

AHA analysis of survey data collected from 2,528 hospitals: 2,254 reporting activity, 274 reporting no activity through September 2014. 1,037 hospitals participated this quarter. 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.

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http://www.aha.org/ractrac