RAC Trac Analyzer:
An AHA Interactive RAC Data Tool

January 16, 2014
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Introduction to RAC Trac Analyzer

• Since 2010, RAC Trac has been collecting information from hospitals on their experience with the recovery audit contractor (RAC) program
  – As the impact of Recovery Audit Contractors (RACs) has grown, so has the need for information and comparative statistics to allow providers to understand how their experience with RACs compares to other hospitals

• The AHA created RAC Trac Analyzer in order to allow hospitals to understand their RAC experience in context of similar hospitals
  – RAC Trac users will be able to use filters to create a report for hospitals that share characteristics with their own hospital
RAC Trac Analyzer as a Educational Resource

- RAC Trac Analyzer can be used as an educational resource for internal and external audiences by hospitals and by state/metropolitan hospital associations
  - In addition to national numbers, users will be able to share how RACs are impacting hospitals within a subgrouping based on factors such as bed size, urban/rural status, ownership, teaching hospital and critical access hospital classifications
  - Internal audiences:
    - Hospital leadership
    - Compliance staff meetings
  - External audiences:
    - Regulatory agencies
    - Congressional staff
Accessing RAC Trac Analyzer

Welcome

The data collection period is open.

VIEW THE RESULTS OF RACTRAC’S LATEST NATIONWIDE DATA COLLECTION

The American Hospital Association’s (AHA) RACTrac survey collects data from hospitals on a quarterly basis to assess the impact that the Medicare Recovery Audit Contractor (RAC) program has on hospitals nationwide. RACTrac findings collected from hospitals nationwide reveal many valuable insights for both the hospitals.
Accessing RAC Trac Analyzer

Welcome

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

RacTrac Updates

<table>
<thead>
<tr>
<th>Date Posted</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 15, 2012</td>
<td>RAC Program Update</td>
<td>Go to <a href="http://www.aha.org/aha/issu...re">http://www.aha.org/aha/issu...re</a> Audit Contractor program and</td>
</tr>
<tr>
<td>March 15, 2012</td>
<td>Alert for Organization IDs</td>
<td>Note: If you have received your organization ID and are having difficulties registering, please validate that you enter three zeros</td>
</tr>
</tbody>
</table>

Welcome

Last login to this hospital: 01/15/2014 11:49AM

Access RacTrac Analyzer

VIEW THE RESULTS OF RACTRAC’S LATEST NATIONWIDE DATA COLLECTION
Welcome!

AHA has created RACTrac Analyzer, an online tool allowing hospitals to assess activity in comparison to similar providers and allied hospital associations to easily identify region-specific advocacy issues.

Click Here to Get Started!

Step 1: Choose a Report
Choose from one of seven areas of activity, each with their own specific reports detailing topics such as RAC appeals, denials, reviews and more...

Step 2: Apply Filters
Select one or more filters to apply to the national data to create your own peer group report.

Step 3: Generate Report
View over 25 different reports and easily print or copy and paste the chart output into Excel/Word/Powerpoint!
Percent Reporting RAC Activity vs. No RAC Activity by Type of Participating Hospital, Quarter 3, 2013

- 6% Activity
- 0% No Activity
- 0% Activity
- 2% No Activity
- 7% Activity
- 4% No Activity
RAC Trac Analyzer

Five steps to better understanding your RAC experience:

1. Select a RAC Experience Category
2. Select a Report to Generate
3. Select a Peer Group
4. Generate Your Report
5. Print Your Report
RAC Experience Categories

Reports are classified into seven areas of activity including:

• **Activity** – RAC activity versus No RAC activity by type of hospital;
• **Reviews** – Medical record request activity;
• **Denials** – Dollar value of automated and complex denials;
• **Complex Denials** – Type of complex denials hospitals are experiencing;
• **Underpayments** – Reasons for underpayment;
• **Appeals** – Appeal activity;
• **Administrative Burden** – RAC process issues.
Reports to Generate

**RACTrac Analyzer Reports**
9 Peer Group Filter Options

- **Bed Size** – Specify hospitals within a bed size range (< 100, 100–249, or 250+)
- **RAC Region** – Specify hospitals within RAC region (A, B, C or D)
- **Critical Access Hospital (CAH)** – Include Only CAHs (Yes) or Exclude CAHs (No)
- **Urban/ Rural** – Specify Urban or Rural hospitals
- **State** – Specify hospitals within a specific state geography
- **Cumulative RAC Appeal Activity** – Include only hospitals reporting RAC appeal activity (Yes) or No RAC appeal activity (No)
- **Teaching Status** – Specify Teaching or Non-teaching hospitals
- **Ownership Type** – Specify For-profit, Not-for-profit or Public hospitals
- **Cumulative RAC Denial Activity** – Include only hospitals reporting RAC denial activity (Yes) or No RAC denial activity (No)
Step 1 - Select the RAC Experience Category You Would Like to Review
Step 2: Select a Report You Would Like to View

RACExperience Category

Report to Generate
- Hide Filters

Reported Automated Denials, Complex Denials and Medical Record Requests by Participating Hospitals
Medicare Payments Associated with Medical Records Requested from Participating Hospitals ($ in Average Medicare Payments Associated with Medical Records Requested per Participating Hospital

Any Size

RAC Region
- Please Select

State
- Please Select

Ownership Type
- Please Select

Critical Access Hospital
- Please Select

Cumulative RAC Appeals Activity
- Please Select

Cumulative RAC Denials Activity
- Please Select

Generate Report
Restore Default Filters
Print
Step 3: Select a Peer Group You Would Like the Report to Depict

- One or more filters may be applied to create a custom peer group report
- You may choose to + Show Filters or - Hide Filters
Step 4: Generate Report

- If no filter options are selected, the national report will be generated
Example – No Filters Set: National Report Generated

Filters Applied: None
Number of Participating Hospitals this Quarter: 1086

Reported Automated Denials, Complex Denials and Medical Record Requests by Participating Hospitals, through Quarter 3, 2013

- Automated Denials:
  - All Activity Through Quarter 1, 2013: 84,304
  - All Activity Through Quarter 2, 2013: 93,644
  - All Activity Through Quarter 3, 2013: 91,404

- Complex Denials:
  - All Activity Through Quarter 1, 2013: 343,992
  - All Activity Through Quarter 2, 2013: 369,615
  - All Activity Through Quarter 3, 2013: 441,936

- Medical Record Requests:
  - All Activity Through Quarter 1, 2013: 1,012,334
  - All Activity Through Quarter 2, 2013: 1,061,639
  - All Activity Through Quarter 3, 2013: 1,147,073

© American Hospital Association
Example – Filter Application

RACTrac Analyzer

RAC Experience Category: Reviews

Report to Generate: Reported Automated Denials, Complex Denials and Medical Record Requests by Participating

- Hide Filters

- Bed Size: 250+
- Urban/Rural Indicator: Please Select
- Teaching Status: Teaching

- RAC Region: Please Select
- State: Please Select
- Ownership Type: Please Select

- Critical Access Hospital: Please Select
- Cumulative RAC Appeals Activity: Please Select
- Cumulative RAC Denials Activity: Please Select

Generate Report  Restore Default Filters  Print
Example – Custom Report With Applied Filters

Filters Applied:  
- Bed Size: ≥250+  
- Teaching Status: Teaching  
Number of Participating Hospitals this Quarter: 96

Reported Automated Denials, Complex Denials and Medical Record Requests by Participating Hospitals, through Quarter 3, 2013

- Automated Denials:  
  - All Activity Through Quarter 1, 2013: 18,486  
  - All Activity Through Quarter 2, 2013: 17,943  
  - All Activity Through Quarter 3, 2013: 18,877

- Complex Denials:  
  - All Activity Through Quarter 1, 2013: 73,162  
  - All Activity Through Quarter 2, 2013: 75,856  
  - All Activity Through Quarter 3, 2013: 91,820

- Medical Record Requests:  
  - All Activity Through Quarter 1, 2013: 226,294  
  - All Activity Through Quarter 2, 2013: 239,734  
  - All Activity Through Quarter 3, 2013: 258,386

Note: Chart labels do not change to reflect filters applied.

• 'RAC Experience Category’ and/or ‘Report to Generate’ may be changed without having to reset applied filters.
Example – Minimum Peer Group Size

Note: *If application of filters results in a peer group of fewer than 10 hospitals, an error message will appear.*
An Important Note: Sample Size

- When replicating data and utilizing in a report, especially for external audiences, it will be important to ensure that a sufficient sample size is included in the report.
  - RAC Trac Analyzer will not return results for queries where 9 or fewer hospitals would be represented
  - However, larger sample sizes are often preferred for conversations with policymakers and/or other public external audiences to ensure that the data is representative
Restore Default Filters
Step 5: Print

RACTrac Analyzer

RAC Experience Category: Reviews

Report to Generate: Reported Automated Denials, Complex Denials and Medical Record Requests by Participating

- Hide Filters
  - Bed Size: Any Size
  - Urban/Rural Indicator: Please Select
  - Teaching Status: Please Select
  - RAC Region: Please Select
  - State: Please Select
  - Ownership Type: Please Select
  - Critical Access Hospital: Please Select
  - Cumulative RAC Appeals Activity: Please Select
  - Cumulative RAC Denials Activity: Please Select

Generate Report  Restore Default Filters  Print
Step 5: Print

Three Print Options

1. The **Print** button will pop up the browser’s print window for you to select a printer or print the entire report page to an Adobe document.

2. Copy and paste the **chart only** report to another document:
   a. Place your mouse on the chart and ‘Right Click’.
   b. Scroll down in the pop up window and ‘Left Click’ **Copy** or **Copy Image**.
   c. Place your mouse in the document you are creating and ‘Right Click’.
   d. Scroll down in the pop up window and ‘Left Click’ **Paste** to paste the report.
Step 5: Print

3. To copy and paste the Chart **With** Title and Applied Filters to another documents:
   a. Press CTRL and PRTSCRN on your keyboard together.
   b. Open Microsoft Paint.
   c. Place your mouse in Paint and ‘Right Click’.
   d. Scroll down in the pop up window and ‘Left Click’ **Paste** to paste the report.
   e. Using the Select option in Paint, select the section of the report you would like to paste into another document.
   f. Place your mouse in the selected area and ‘Right Click’.
   g. Scroll down in the pop up window and ‘Left Click’ **Copy** or **Copy Image**.
   h. Place your mouse in the document you are creating and ‘Right Click’.
   i. Scroll down in the pop up window and ‘Left Click’ **Paste** to paste the report.
   j. Place your mouse on the chart and ‘Left Click’.
   k. Resize chart object to fit to page.
Questions or Comments

Reported Automated Denials, Complex Denials and Medical Record Requests by Participating Hospitals, through Quarter 3, 2013

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Source: AHA. (October 2013). RACTrac Survey
AHA analysis of survey data collected from 2,452 hospitals: 2,164 reporting activity, 288 reporting no activity through September 2013. 1,269 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 Trac Analyzer – User Access
Accessing RAC Trac Analyzer

• All registered RAC Trac users will have access to RAC Trac Analyzer during a trial period upon the conclusion of the webinar
  – Link can be found on page after logging into RAC Trac at www.aharactrac.com
  – Hospitals that have not previously participated in RAC Trac can contact RAC TRAC support at ractracsupport@providercs.com or 1-888-722-8712 to gain access to RAC Trac and learn how to begin submitting data to the survey

• After the end of the trial access period, RAC Trac users that have submitted data at least once within the last calendar year will continue to be able to utilize RAC Trac Analyzer
  – User list for RAC Trac Analyzer will be updated on a quarterly basis
  – Your hospital’s data is essential to ensuring that RAC Trac and RAC Trac Analyzer captures the impact of RACs on hospitals nationally, in your geographic area, and within the subgroups represented in RAC Trac Analyzer
  – Reminder: RAC Trac data submission period for Q4 2013 has been extended through January 24th, 2014
Continuing Improvements and Your Feedback

- AHA will continue to explore improvements to RAC Trac Analyzer and will add new charts based on RAC Trac-reported data

- We welcome your feedback! For questions and comments regarding RAC Trac Analyzer, please email ractracsupport@providercs.com
For more information visit AHA’s RAC TRAC website:

http://www.aha.org/ractrac