



American Hospital Association RACTrac Survey

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American Hospital Association



Overview

- RAC Update
- What is *RAC*Trac?
- Initial *RAC*Trac Findings
- How to Make *RAC*Trac Work for You
- *RAC*Trac Registration
- Tracking Data
- Completing the *RAC*Trac Survey
- Submit Your Data Today!
- Questions



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RAC Update

RACs Are Here

- RAC Program implemented nationwide
- Automated and Complex Audits underway
- As of March 25th, 495 total audit requests to CMS; 365 approved
- Heavy focus on DRG Validation
- Coding Validations have begun
- Medical Necessity Reviews? Extrapolation?
- Health Care Reform expands RACs to Medicaid and Medicare Parts C and D



RAC—Things to Watch Out For!

- ADRs going to the wrong address
- Multiple ADR letters in 45 day period
- RACs reviewing claims currently under review by another Medicare contractor
- CAHs receiving ADR requests related to DRG validations
- Limitations on Re-Review of Records
- The RAC in Region C is receiving 80% of medical records in 45-47 days
- Medical record tracking problem



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Important Contact Information

RAC Contact Information

RAC	Web site	Phone Number
RAC A -- DCS	http://www.dcsrac.com/portal.html	1-866-201-0580
RAC B -- CGI	http://racb.cgi.com/	1-877-316-7222
RAC C -- Connolly	http://www.connollyhealthcare.com/RAC	1-866-360-2507
RAC D -- HDI	https://racinfo.healthdatainsights.com/	1-866-590-5598 (Part A) 1-866-376-2319 (Part B)

CMS RAC Project Officer Contact Information

RAC	CMS RAC Project Officer	Phone Number	Email
RAC A -- DCS	Ebony Brandon	1-866-201-0580	Ebony.Brandon@cms.hhs.gov
RAC B -- CGI	Scott Wakefield	1-877-316-7222	Scott.Wakefield@cms.hhs.gov
RAC C -- Connolly	Amy Reese	1-866-360-2507	Amy.Reese@cms.hhs.gov
RAC D -- HDI	Brian Elza	1-866-590-5598 (Part A) 1-866-376-2319 (Part B)	Brian.Elza@cms.hhs.gov



CMS Announces RAC 101 Calls

- On April 6th CMS announced a series of nationwide **RAC 101** calls:
 - **April 28, 2010 1:00pm - 2:30pm EST**
 - Phone Number: 1-877-251-0301**
- Calls also scheduled for:
 - Home Health and Hospice Providers
 - DME Providers
 - Physicians
- For dates and times: <http://www.cms.gov/RAC/>
(Click on “Recent Updates”)



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AHA Resources

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



Member Advisory

REVISED April 29, 2009

MEDICARE RECOVERY AUDIT CONTRACTORS (RACs): PERMANENT PROGRAM BASICS

AT A GLANCE

The Issue:

Initially established as a demonstration project in three states in 2005, the Medicare Recovery Audit Contractor (RAC) program is charged with identifying improper Medicare fee-for-service payments – both overpayments and underpayments. RACs are paid on a contingency fee basis, receiving a percentage of the improper payments they identify and collect. At the end of 2007, two additional states were added to the demonstration before it ended on March 27, 2008. Congress expanded the program to all states and made it permanent in Section 302 of the Tax Relief and Health Care Act of 2006.

In October 2008, the Centers for Medicare & Medicaid Services (CMS) named four permanent RACs. However, one month later, CMS was required to impose an automatic stay on the rollout of the



Member Advisory

March 3, 2008

RECOVERY AUDIT CONTRACTORS (RACs): PREPARING FOR RAC AUDITS

AT A GLANCE

The Issue:

The Medicare Recovery Audit Contractor (RAC) program is authorized by Congress to identify improper Medicare payments – both overpayments and underpayments. The RAC program began operation in three states (California, Florida and New York) under a demonstration program and has since been expanded to two additional states (Massachusetts and South Carolina). The Centers for Medicare & Medicaid Services (CMS) plans to roll out a permanent, nationwide RAC program by 2010. As part of its rollout strategy, CMS intends to award contracts to four regional RACs by this April and begin review activity in all states by January 2009. The Medicare Recovery Audit





What is *RAC*Trac?

What is AHA RACTrac?

- **Web-based survey** to collect RAC experience data from hospitals
- Unit of analysis is the hospital
 - General Medical/Surgical Hospitals including Critical Access Hospitals
 - LTCH
 - Psych
 - Rehab
- **Quarterly data collection**
 - Automated Denials
 - Complex Denials
 - Underpayments
 - Appeals
 - Administrative burden
- **Collect both quarterly snapshot and cumulative information on RAC experience to date**

**Review the *RAC*Trac
Survey Questions
and Definitions at
www.aha.org/rac
under *RAC*Trac!**



Why Advocacy is Needed

- Many issues within the RAC program were identified during the demonstration
- Now that RAC is live, identifying new issues as well as addressing issues not resolved from the demonstration is critical
- *RAC*Trac will help build the case for program changes that reduce financial and administrative burdens



RAC Demo Findings

RAC Impact: March 2006 to March 2008

Overpayments Collected: **\$992.7 m**

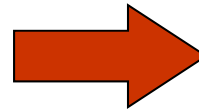
Less Underpayments Repaid: - (\$37.8 m)

Less \$ Overturned on Appeal: - (\$46.0 m)

Less PRG IRF Re-review: - (\$14.0 m)

Less Costs to Run Demo: - (\$201.3 m)

BACK TO TRUST FUNDS



\$693.6 m*

*Chart does not account for many pending appeals.



**95% from
Hospitals**



AHA RACTrac Goals

- 1. Advocate for continued changes in the RAC program**
 - Identify new issues and address issues not resolved from the demonstration program
 - Build the case—using real data—for program changes that reduce financial and administrative burdens
- 2. Educate the field**
 - Help hospitals focus on specific challenges
 - Identify problematic trends in RAC activity on a statewide, region-by-region and national basis
- 3. Make it simple for hospitals to report data to AHA for use in advocacy activities**



We are all in this together



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Initial *RAC*Trac Findings

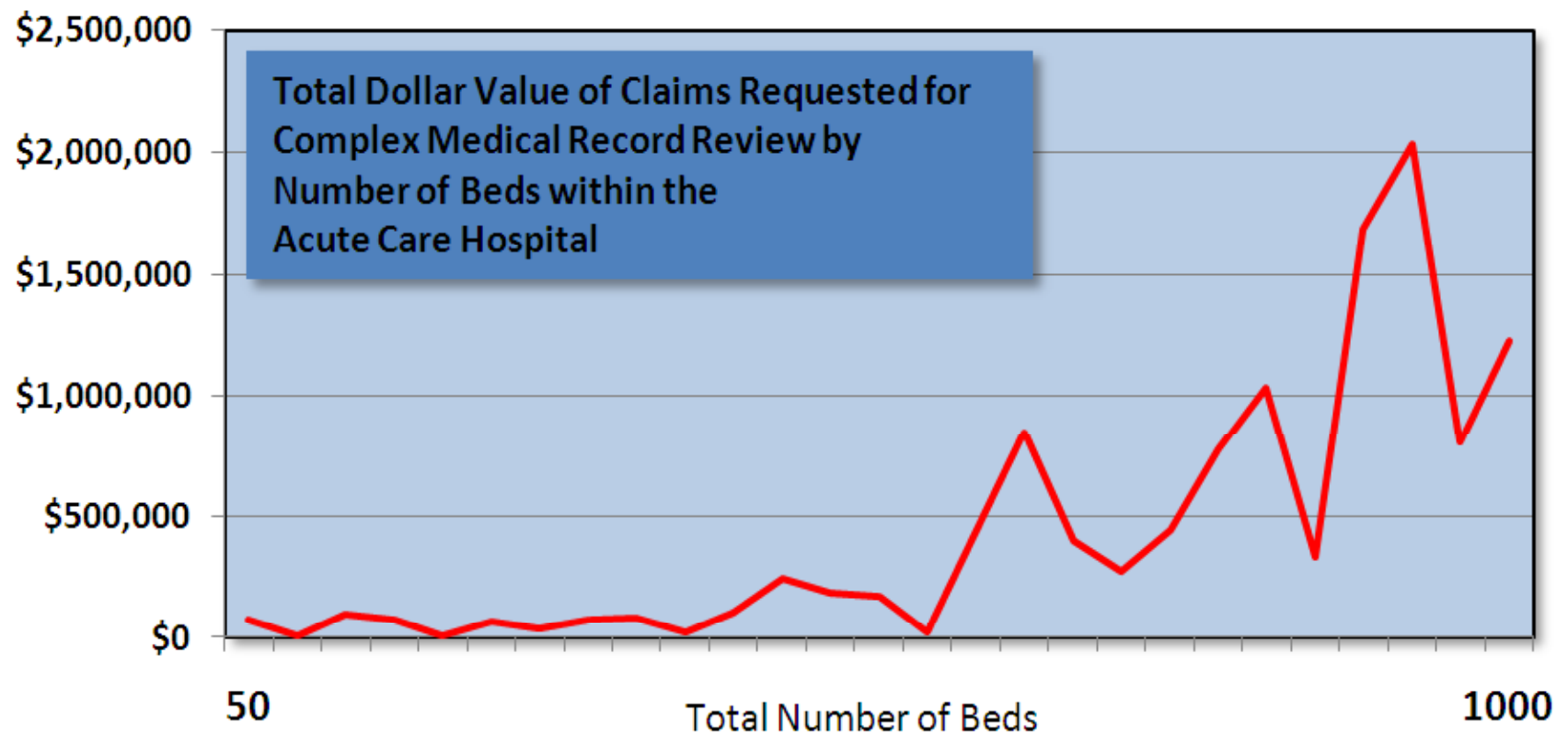
Initial RACTrac Findings

- 32 hospitals surveyed on RAC experience during the fourth quarter of 2009
- The total value of claims targeted by the RACs for the 32 hospitals surveyed was over **\$11 million**



Initial RACTrac Findings

- Of the 32 hospitals surveyed, RACs targeted 8 facilities with less than 100 total beds, including one Critical Access Hospital



Initial RACTrac Findings

- Automated Denials were not a precursor to Complex Reviews

Percent of Hospitals Targeted
by Type of RAC Activity

46%

Average Value
of Denial =
\$134

Automated Denials

88%

Average Value
of Targeted Claim
=
\$15,517

Complex Record Requests

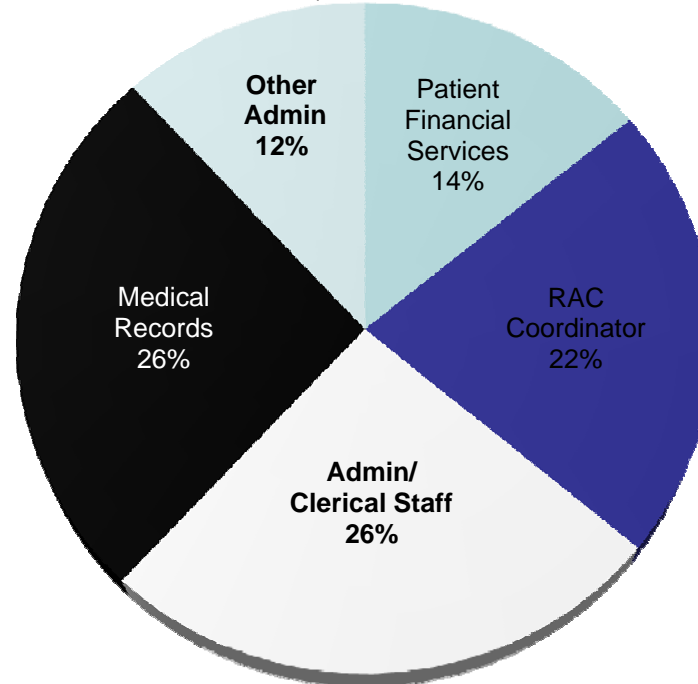


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Initial RACTrac Findings

- Nearly 63% of surveyed hospitals reported employing additional staff or hiring external resources to manage the RAC process

Distribution of Hours of Administrative Burden
4th Quarter 2009





How to Make *RACTrac* Work For You



Making *RAC*Trac Work For You

- ✓ No more anecdotal evidence—*RAC*Trac provides real data
- ✓ Identify RAC trends within your organization/state/region
- ✓ Use trend information to educate your staff and take preventative measures to guard against future RAC audits
- ✓ *RAC*Trac data will be used to advocate for needed improvements in the RAC program



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Making *RAC*Trac Work For You

- ✓ *RAC*Trac allows State Hospital Associations to analyze your state's RAC experience and identify trends and problems specific to your area
- ✓ Learn more about the administrative burden associated with RACs
- ✓ Print reports specific to your organization





Tracking Data

Tracking Data

Three ways to track data in order to use the survey

1. Free Claim Level Tool – Basic tool provided by AHA to track RAC activity

Find claim level tool at:

www.aha.org/aha/issues/RAC/ractrac.html

2. RACTrac Compatible Tool- Variety of tools (currently 15, with continuous additions)

Find vendor list at:

www.aha.org/aha/issues/RAC/ractrac.html

3. Fill out survey questions manually using your own tracking method



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Is your vendor Compatible?

RACTrac Compatible Vendors



3M™ Audit Expert
RAC Management Tool
3M Health Information Systems

ACS MIDAS+
MIDAS + Care Management

Compliance 360®
Claims Auditor™

ComplyTrack™
CCH – MediRegs - Aspen Publishing

CPR Technologies

eCare® RacMan™
NeboSystems

HealthPort RACPro
HealthPort

Greater New York Hospital Association
RACTracker

IatriTRAC
Iatric Systems, Inc.

MedAssets Claims Auditor /
MedAssets

OnBase RAC Administration Solution
Hyland Software, Inc.

RAC Audit Tracking
Rycan Technologies

RAConciliation
Part of AVIANCESuite.com

RAC Source
SOURCECORP - Managed Care Professionals, Inc.

RAC Guard
The Wellington Group LLC

RAC Tracker Online
MRO

Veracity
Intersect Healthcare



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RACTrac Registration

Registration

- In order to register you will need an **Organization ID** and a **Security Code** specific to your hospital
- Hospital CEOs received an email in early March with *RAC*Trac registration information
- The email encouraged the CEOs to forward the registration information to relevant staff
- If you have not received this information, please contact AHA at RACinfo@aha.org





Welcome

The American Hospital Association (AHA) has created RACTrac, a Web-based survey that asks hospitals to report data on their Medicare Recovery Audit Contractor (RAC) experience on a quarterly basis. AHA, State, Metro and Regional Hospital Associations as well as health systems will use the aggregate data reported by hospitals to identify trends and to advocate for needed changes to the program. Having timely and accurate data will enable AHA to tell the hospital story and report on the impact of the RAC program. All individual data reported by hospitals will remain confidential and not be shared publicly without written permission.

Participation in RACTrac is free and open to all AHA member and non member hospitals or state, metropolitan or regional associations. Organizations must however register to participate. To register, you must obtain an organizational ID and security code for your organization. You can register to participate if you are an employee of a hospital or a health system charged with reporting on or overseeing RAC activities. In addition, if you are an employee of a state, regional or metropolitan association, you may also register to view and download data. More than one individual can register for an organization and an individual can register for multiple organizations within their system.

AHA will begin data collection once RAC audits begin. AHA will focus on collecting permanent program RAC experience data. If you participated in the demonstration (NY, CA, FL, SC and MA hospitals), AHA is only interested in the impact of this program as of October 2008 when the permanent program was rolled out. AHA is also only interested in any denials that result from Medicare Recovery Audit Contractor audits.

AHA is currently only accepting data from the following types of hospitals.

- General medical/surgical acute care hospitals (including Critical Access Hospitals)
- Inpatient Rehabilitation Hospitals
- Psychiatric Hospitals
- Long Term Acute Care Hospitals

For additional RACTrac information:

- Visit the Resources page from the left navigation bar
- For remaining RACTrac questions: email RACTracSupport@aha.org or call 888-RAC-TR1C (888-722-8712).

For all RAC program related questions:

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

Login



Username / Email

Password

Login

[Register >](#)

[Forgot Password >](#)

Contact Us

• Email Address

• Organization Name

• State

First Name

Last Name

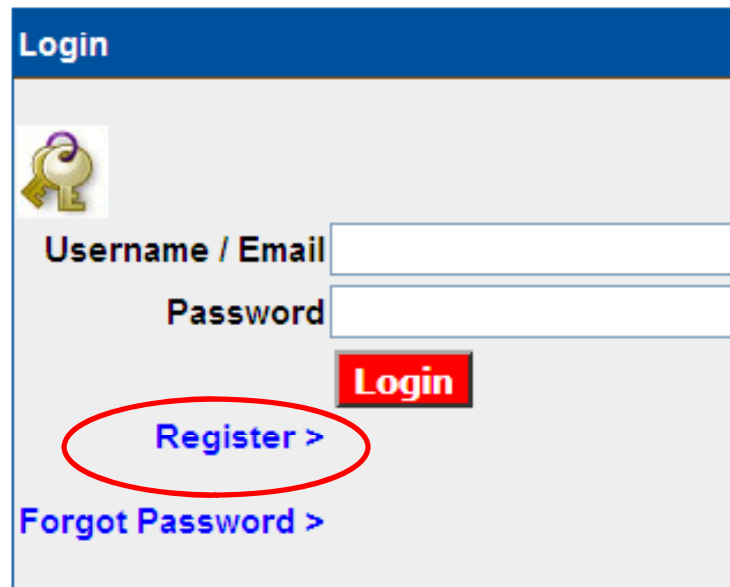
Questions/Comments

0 of 400


Submit

Registration

- Use the Organization ID and Security Code to **register** on the RACTrac website:
<http://www.aharactrac.org>

A screenshot of the RACTrac website's login page. The page has a blue header with the word "Login" in white. Below the header is a light gray box containing a key icon, two input fields labeled "Username / Email" and "Password", a red "Login" button, a blue "Register >" link (circled in red), and a blue "Forgot Password >" link.

Login



Username / Email

Password

Login

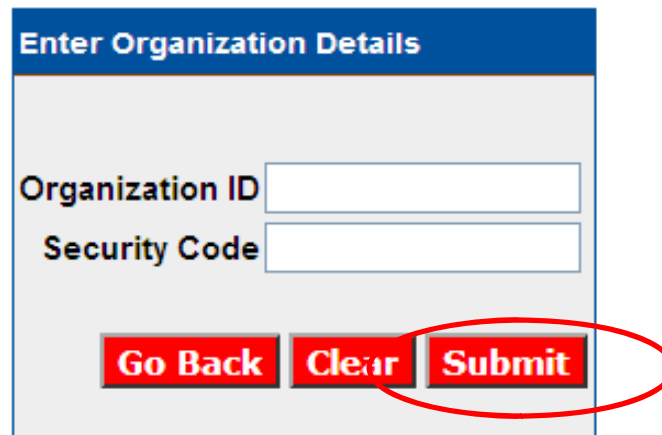
[Register >](#)

[Forgot Password >](#)



Registration

- Enter the Organization ID and Security Code into the Organization Details box and **Submit**



Enter Organization Details

Organization ID

Security Code

[Go Back](#) [Clear](#) [Submit](#)



Registration

Complete Registration for Hospital User

Hospital Name	System Name	City	State	Medicare ID	National Provider ID
Sacred Heart Hospital on the Emerald Coast	Ascension Health	Destin	FL	100292	-

Metropolitan Associations

(Select multiple values by holding the CTRL key. Deselect by holding the CTRL key.)

Please indicate any Metro or Regional Association affiliations

Akron Regional Hospital Association
Dallas-Fort Worth Hospital Council
Delaware Valley Healthcare Council of HAP
Greater Cincinnati Health Council
Greater Dayton Area Hospital Association

Central Ohio Hospital Council
The Health Alliance of MidAmerica
The Healthcare Assembly

Regional Associations

Medicare Revenue(\$)

Record the budgeted Medicare revenue for your current FY

0.00

Data Use Agreement

RACTrac

Terms and Conditions of Use

RACTrac is a Web-based data collection tool that will enable collection and reporting of summary data from hospitals about RAC activities specifically to support the hospital field's advocacy activities related to the RAC program.

The AHA, hospital associations, health care systems and hospitals are partners in these data collection

[< Back](#) [Save](#) [register](#)



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Registration

- After creating a profile log back in using new login
- You are ready to submit survey data quarterly
- Administrative Burden requires user entry

Welcome "user1" Please do not use the internet browser buttons (e.g., back, refresh) while in RACTrac.

[Home](#)
[Enter/Upload Data](#)
[View Prior Data](#)
[Reports](#)
[Registration](#)
[Resources](#)
[User Profile](#)
[Logout](#)
[Help >](#)

Select an Organization for Data Entry / Upload

Hospital(s)

Please note that data entry applies to individual hospitals only.

Hospital Name	Address	State			
Sacred Heart Hospital on the Emerald Coast	7800 Highway 98 West	FL	Enter Data	Upload Data	Admin Burden

1 - 1





Completing the *RAC*Trac Survey



Sections of the Survey

- There are 5 sections to the survey
 - Automated Overpayments- generated automatically based on clear rules such as duplicate billing
 - Complex Overpayments- generated after a complex review of a medical record such as medical necessity review
 - Underpayments
 - Appeals
 - Administrative Burden

<http://www.aha.org/aha/issues/RAC/ractrac.html>



RACTrac Data Entry

Welcome "user1" Please do not use the internet browser buttons (e.g., back, refresh) while in RACTrac.

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OVERPAYMENTS - AUTOMATED RAC REVIEWS

Entering Data for Hospital: **Sacred Heart Hospital on the Emerald Coast** Current Quarter: **Jan**

Overpayments (Automated)	Overpayments (Complex)	Underpayments	Appeals	Administrative Burden
-------------------------------------	---------------------------	---------------	---------	--------------------------

CUMULATIVE THROUGH END OF THE CURRENT QUARTER

☐ Check here if your hospital is not tracking automated claim denials.
(If checked, skip to Overpayments - Complex RAC Reviews)

Upon login, you are presented with the following options:

Enter Data	Upload Data	Admin Burden
Enter Data	Upload Data	Admin Burden



Upload Data

Registration
Resources
User Profile
Logout
Help >

Upload Summary Data

Use the CSV file generated from the Excel Template to upload the RAC Summary Level Data. To ensure successful upload of your facility's data please remove any periods(.), commas(,), dashes(-), etc from the name of your CSV file.

Select File

Steps..

↓

↓

↓

↓

↓

↓

First,

- Upload your CSV file (generated from compatible vendor or from AHA claim level tracking tool)

—OR—

- Fill out the survey manually

Next, fill out the Administrative Burden section



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Survey Results

- Individual hospitals will have access to their own data
- Health Systems have access to hospitals within their system
- State Associations will have access to hospital survey results from their state
- Aggregate information is shared with associations and nationally to support advocacy and education
- Individual hospital data remains confidential

Success is directly dependent on hospital participation!



RACTrac Reports



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

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[Logout](#)
[Help >](#)

RAC Program Information You Need To Know
No RAC program information available.

Trends in RAC Audits
No files for RAC Audits available.

RAC Reports
No files for RAC Reports available.

Training Materials

Date Posted	Title	Description
July 08, 2009	User Guide	

Help Resources
No files for Help Resources available.

Table 2: Overpayments - Automated and Complex (Cumulative)	# of Hospitals Responding	# of Claims or Medical Records	Dollars
Medical Records - Requested	15	316	\$3,248,442.54
Medical Records - Approved	0	0	0
Medical Records - Pending Determination	15	316	\$3,248,442.54
Complex Claim (Medical Records) Denials	0	0	\$0.00
Automated Claim Denials	11	20	\$1,336.51
Total Automatic and Complex Claim Denials	11	20	\$1,336.51
Total Dollars Recouped for Automated Claim Denials	11	N/A	\$1,135.51
Total Dollars Recouped for Complex Claim Denials	0	N/A	\$0.00
Total Dollars Recouped for Automated and Complex Claim Denials	11	N/A	\$1,135.51





Submit Your Data Today!

Enter Your Data Today

- RACTrac is now **LIVE**—enter your data today
- Ask your hospital CEO for your hospital's RACTrac registration information, if they are unable to locate it, contact: RACTracsupport@providercs.com
- The final day to submit your 1st quarter, 2010 data to RACTrac is **April 19th**
- RACTrac will open at the beginning of each subsequent quarter to collect data on RAC activity experienced in the previous quarter



Questions??

RACTracsupport@providercs.com

1-888-722-8712

