

## RAC Audit/Tracking Tool Vendors

July 25, 2011



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*Vendors Appear in Alpha Order by Product Name*

Product/Company Name	Contact	Contact Info	Compatible Status*
<b>AuditACE™ / Streamline Health, Inc.</b>	<b>Melissa Vincent Manager, Sales Operations</b>	<b>Streamline Health, Inc. 513-794-7110 melissa.vincent@streamlinehealth.net</b>	<b>In Development</b>
<p>Product Description (submitted by vendor)</p> <p>Streamline Health's AuditACE™ is a suite of flexible audit management workflows that ensures compliance and minimizes audit recovery risks to Medicare, Medicaid, and other payer reimbursements across the enterprise. By reducing the numerous manual steps and human capital burden of audit compliance, this comprehensive Business Process Management solution empowers organizations to expertly monitor and manage critical financial requests and appeal processes with the flexibility to meet unique organizational processes and needs.</p> <p>Enterprise-wide:</p> <ul style="list-style-type: none"> <li>• Cross functional and cross departmental access for coordination efficiency</li> <li>• Proactive recovery prevention through reports and analytics</li> <li>• Integrated clinical and audit documents to assist with release of information requests</li> </ul> <p>Flexibility:</p> <ul style="list-style-type: none"> <li>• Workflow-engine driven to meet your unique process</li> <li>• Comprehensive solution to address future needs for audit expansion</li> <li>• Superior solutions for all governmental (RAC, MIC, ZPIC, PERM, etc.) and private audits</li> </ul> <p>Speed to Value:</p> <ul style="list-style-type: none"> <li>• SaaS (software as a service) with easily configurable workflow-engine routing</li> <li>• On time, accurate, and complete responses upon implementation</li> <li>• Improved appeal ratios, reduced recovery risks and fault states</li> </ul>			

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Audit Plus/ Allscripts Misys Hospital Solutions Group	Jim Alland, Sr. Vice President, Hospital Solutions Group	Allscripts 8700 West Bryn Mawr Avenue, Suite 700N Chicago, IL 60631 773-632-1638 <a href="mailto:Jim.Alland@allscripts.com">Jim.Alland@allscripts.com</a>	In Development
Product Description (submitted by vendor)			
<p>Allscripts Audit Plus provides both real-time, prospective RAC tracking technology as well as tools that enable you to retrospectively manage each RAC case from initial denial through all five appeal levels. Truly flexible, it supports audits for Medicaid and other auditing bodies as well as for RACs. Before an auditor even walks through your door, Audit Plus provides reports and worklists that identify patient encounters, current or past, at risk for an audit. In addition, Audit Plus can provide reporting and alerts based on DRGs, diagnosis and procedure codes that RACs have targeted to allow you oversight of the current at-risk census.</p> <p>Audit Plus is truly a comprehensive audit tracking tool designed to support you through the entire audit process and help you defend and recover as many dollars as possible.</p> <p>Features found in Audit Plus:</p> <ul style="list-style-type: none"> <li>• Audit Plus provides the ability to manually enter and manage chart requests or to import those requests in an automated format.</li> <li>• It captures denial reason, appeal level, appeal due date, appeal sent date, appeal received date, response date due, appeal response received date.</li> <li>• Audit Plus follows ancillary denial management activities such as medical record requests and physician reviews.</li> <li>• The Documentation Integrity feature improves DRG accuracy by automating the physician query process, reducing cases that undergo auditing for at-risk populations and maintaining the documentation to successfully defend those cases that do go through audit.</li> <li>• Comprehensive reporting on pre- and post-appeal LOC, dollars pending, dollars upheld, dollars overturned, expected reimbursement, and actual reimbursement help you stay on top of what is happening at your facility.</li> </ul> <p>Looking beyond RAC, these features integrate with the robust Case Management, Utilization Management and Discharge Planning functionality powered by ECIN and Canopy that is employed by hundreds of hospitals throughout the nation. Access to your clinical records plays an important role in audit defense.</p>			

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<b>ChartMaxx® RAC Manager / MedPlus, a Quest Diagnostics Company</b>	<b>Steve Holmquist, VP ChartMaxx Sales</b>	<b>MedPlus, a Quest Diagnostics Company 4690 Parkway Drive Mason, OH 45040 513.204.2688 <a href="mailto:sholmquist@medplus.com">sholmquist@medplus.com</a></b>	<b>In Development</b>
<p>Product Description (submitted by vendor)</p> <p>Our company is exclusively focused on providing software solutions and services to the healthcare community. Our customers tell us that MedPlus implementation and support services are exceptional and ChartMaxx has been Best in KLAS seven times.</p> <p>ChartMaxx RAC Manager provides an integrated solution that includes sophisticated workflow and Intelligent eForms tools to 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. 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"> <li>• Flexible, customizable, expandable workflows, worklists, and Intelligent eForms</li> <li>• 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</li> <li>• Release paper or electronic medical records, track release information, store a copy of the information that was released, and single click launch to track packages</li> <li>• Robust permission-based security profiles to limit access to sensitive data</li> <li>• Scan and store external documents in patient charts or non-patient specific cabinets, drawers and folders</li> </ul>			

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<b><i>IQ-RAC Trac</i></b> <b>Deloitte Consulting, LLP</b>	<b>Suzanne Whitworth</b>	<b>Swhitworth@deloitte.com</b> <b>P) 678.438.6736</b> <b>, 191 Peachtree St. NE</b> <b>Atlanta, GA 30303-1924</b>	<b>In Development</b>
Product Description (submitted by vendor)			
<p>IQ<sub>RAC TRAC</sub> Response Tool allows providers to focus on their core business of providing care and reduces the administrative burden of the RAC program. It provides an integrated workflow-driven solution to enable staff to organize and manage RAC response and appeal activities, store relevant information and document the steps taken to appeal RAC denials. The system allows organizations to more effectively analyze, track, and manage RAC from initial RAC request letter to RAC disposition to all levels of appeals. IQ<sub>RAC TRAC</sub> Response Tool provides for:</p> <ul style="list-style-type: none"> <li>• Flexibility to easily modify workflow, policies, worklists, roles and reporting needs as RAC program expands</li> <li>• Increased accountability and control</li> <li>• Improved management of A/R and cash flow impacts of RACs</li> </ul> <p>IQ<sub>RAC TRAC</sub> Response Tool provides robust reporting to track trends, issues, monitor workflow and assist with identifying opportunities for resolution at the root cause.</p> <ul style="list-style-type: none"> <li>• Specific capabilities of the Web based IQ<sub>RAC TRAC</sub> Response Tool include: <ul style="list-style-type: none"> <li>– Ability to track all aspects of a RAC Case</li> <li>– Track medical records requests, medical records sent, RAC responses, appeals sent, appeal responses</li> <li>– Report RAC activity by response reasons and sub-reasons</li> <li>– Generate RAC appeal letters based on the response reasons entered</li> <li>– Report all data requested by the American Hospital Association's RAC team</li> <li>– Provide executive summary reports of financial impact and impending future financial impact</li> <li>– Detail via report success rate of appeal by perceived target area and actual overpayment reason.</li> <li>– Link all electronic documentation to the individual record and in a later release, store document images in system for access by all required users.</li> </ul> </li> </ul>			

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KYOS RAC Manager KYOS Systems, Inc.	Kevin Pang	kpang@kyos.net  (P) 617.818.5307	In Development
<p>Product Description (submitted by vendor)</p> <p>KYOS RAC Manager™ software combines the two key activities necessary for a successful RAC defense: robust tracking tied to deep record data mining. KYOS's case management approach to managing all records under audit review and appeal dramatically streamlines the effort required for successful RAC defense.</p> <p>KYOS's web-based, at-a-glance graphical dashboard allows you to easily track every detail of any number of cases across single or multiple campuses. Computed timelines enable early warning notices. Task lists manage workflow by individual. Point-and-click usability directly ties dates, events, and deadlines to the medical record itself, assuring no disconnect between tracking activities and data mining to find the evidence needed for a successful defense.</p> <p>KYOS provides a 'collaboration e-room' where RAC team members access and mine scanned record pages, annotate their findings, and share comments and responses in realtime. KYOS RAC Manager™ automatically collects and aggregates team findings. Commentary and the exact position of the evidence in the record can be easily compiled by your RAC Coordinator and included with appeal letters for superior presentation and defense.</p> <p>KYOS RAC Manager™ provides:</p> <ul style="list-style-type: none"> <li>➤ Intuitive graphical tracking. Never miss a deadline no matter the complexity</li> <li>➤ Deep document data mining so you can find the evidence you need</li> <li>➤ Collaborative e-room saves time and effort while harnessing and tracking team intelligence</li> <li>➤ KYOS's annotation process creates the foundation for learning and improved documentation</li> <li>➤ Get the most out of your scanned records. If you are not already scanning, KYOS can help you transition from wasteful and time consuming photocopying to far more effective scanning via our intelligent scan module</li> </ul> <p>KYOS addresses the huge hidden costs of responding to RAC. We reduce time spent looking for data, streamline large group collaboration on how to respond to audits, and eliminate the need to photocopy and distribute paper copies of records and evidence. Making the response process more efficient, effective, and successful for you is our primary goal. To learn more about KYOS RAC Manager™ visit: <a href="http://www.kyos.net/RAC">www.kyos.net/RAC</a></p>			

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Morrisey Associates	Mark Stowes, MBA Director of Marketing	Morrisey Associates 833 West Jackson Blvd., Suite 500 Chicago, IL 60607 (781) 440 - 0154 Chicago Office: (312) 431 – 0123 <a href="mailto:mstowes@morriseyonline.com">mstowes@morriseyonline.com</a>	In Development
<p>Product Description (submitted by vendor)</p> <p>Morrisey Concurrent Care Manager™ (MCCM™) Integrated Denials Management is a Web-based application that supports a multidisciplinary approach to managing insurance audits, denials and appeals, including both Medicare Recovery Audit Contractor (RAC) and Medicaid Integrity Contractor (MIC) audit programs.</p> <p><b>MCCM Multi-Disciplinary Work Lists:</b> MCCM integrates detailed patient information using real-time HL7 interfaces. It employs work lists designed to meet the needs of a multi-disciplinary team providing instant access to:</p> <ul style="list-style-type: none"> <li>▪ <b>Audits</b> that are tracked in detail from the time insurers request medical records.</li> <li>▪ <b>Insurance denials</b>, including the types and reasons for denials; their financial impact, and the final outcomes based on the appeals process, allowing analysis of losses and recoveries by payor.</li> <li>▪ <b>Appeals</b> processes that are intuitive and guide users through each level, with the option to calculate and track response due dates.</li> <li>▪ <b>Medical record requests</b> for communicating needs with HIM and tracking the status of each record to ensure due dates are met.</li> <li>▪ <b>Payor contact logs</b> for recording and tracking interactions with payors and auditors.</li> <li>▪ <b>Physician queries</b> to ensure clarity of patient-related documentation.</li> <li>▪ <b>Physician advisor referrals</b> for escalation of quality and documentation-related issues before patients are discharged and their records are closed.</li> </ul> <p><b>Reporting and Decision Support Analysis:</b> MCCM integrates SAP BusinessObjects for standard and ad hoc reporting. However, the system also includes an executive dashboard for a point-and-click graphical decision-support analysis. Detailed population and statistical trend analysis capabilities are built in, enabling you to:</p> <ul style="list-style-type: none"> <li>▪ Analyze trends related to audit and denials, including the detailed financial impact on the organization</li> <li>▪ Identify areas for process improvement, including estimated savings</li> </ul>			

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- Demonstrate the effectiveness of the appeals program based on initial financial exposure compared with recoveries based on the appeals process
- Better negotiate insurance contracts based on historical patterns of financial losses and recoveries
- Drill to the actual denial level of detail to validate volumes and financial amounts

MCCM Integrated Denials Management can be expanded to support concurrent care review and management, including:

- **Case/utilization management**, including integration of InterQual™ and Milliman CareGuidelines™ criteria
- **Pre-certification review**
- **Documentation review**, with integration of 3M®'s CodeFinder™ for concurrent coding
- **Physician queries** to ensure accuracy of documentation
- **Physician advisor referrals** for help coordinating appeals and other decisions
- **Discharge planning and networking** to ensure a smooth transition from the inpatient setting
- **Out-of-network referrals** management
- **Continuum of care** management and patient functional status studies
- **Quality/peer review** management
- Risk management, including web-based incident reports, event tracking and liability claims management
- **Customer relations** and department-specific process improvement studies
- **Infection control** and surveillance

These modules work seamlessly with MCCM Integrated Denials Management.

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PowerRAC Meta Health Technology	Matthew Rose Regional Sales Manager	Meta Health Technology 330 Seventh Avenue, NY NY 10001 Phone: 212-695-5870 x116 <a href="mailto:mrose@metahealth.com">mrose@metahealth.com</a>	In Development
<p>Product Description (submitted by vendor):</p> <p>PowerRAC enables your facility to efficiently manage all appeals and denials for RAC – and for any third-party carrier – from the initial request through the complex appeals process and payment resolution. PowerRAC is a complete and flexible audit management tool that includes tracking, monitoring, reporting and risk analysis. It is available as a web-based ASP application, and can be implemented quickly and easily by single facilities or extensive health systems. PowerRAC enables you to...</p> <ul style="list-style-type: none"> <li>Respond quickly and effectively to requests from RAC and any third-party carrier</li> <li>Preserve your facility's legitimate revenue</li> <li>Improve work processes to reduce future denials</li> <li>Enhance your operational efficiencies.</li> </ul> <p><b>Workflow-driven</b> Automates RAC processes and activities across all departments to ensure timely and accurate response to RAC requests.</p> <ul style="list-style-type: none"> <li>Automatically routes RAC requests to the appropriate department based on the denial reason.</li> <li>Automatically generates email alerts to ensure that you and your staff stay on top of request and appeals deadlines.</li> <li>Includes built-in decision support for the appeals process, based on RAC-specific guidelines.</li> <li>Includes templates for appeal letters.</li> <li>Generates and tracks all letters and correspondence linked to a case.</li> <li>Interfaces with your registration and billing system to automatically retrieve all pertinent data.</li> </ul> <p><b>Powerful Reporting</b></p> <ul style="list-style-type: none"> <li>Real-time dashboard reports display the overall status of your facility's appeals and denials.</li> <li>On-demand standard reports provide aggregate information for any timeframe or denial reason with additional drilldown capabilities.</li> <li>Customized reports are easily produced and exported, and can be emailed to staff members or your senior executive team.</li> </ul> <p>PowerRAC integrates with PowerRelease and PowerAbstract for maximum productivity. For more information, call 800-334-6840, email <a href="mailto:metasales@metahealth.com">metasales@metahealth.com</a> or visit <a href="http://www.metahealth.com">www.metahealth.com</a>.</p>			

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Quality and Compliance Analytics MedeAnalytics	Greg Krantz	MedeAnalytics 5858 Horton Street, Suite 475 Emeryville, CA 94608 Phone: (510) 379 3242 <a href="mailto:greg.krantz@medeanalytics.com">greg.krantz@medeanalytics.com</a>	In Development

Product Description (submitted by vendor):

**Quality & Compliance Analytics** is a MedeAnalytics™ web-based performance management solution that provides daily insight into compliance risk areas, coding trends and audit appeal workflow. Leveraging RAC, MIC and commercial payer audit rules as well as third-party benchmarks, MedeAnalytics enables healthcare providers to more proactively manage and minimize compliance risk by establishing real-time compliance dashboards and proactive alerts. In addition to reducing compliance risk through the targeted improvement of coding and documentation practices, QCA provides a robust workflow solution to effectively manage the multiple deadlines, documents and hand-offs of the complex Medicare, Medicaid and commercial payer audit appeal processes.

**Robust rules engine**

Includes more than 300 audit rules developed based on CMS posted issues, RAC posted issues, deep industry research and the experience of over 100 hospital clients that have gone through Medicare, Medicaid, and commercial payer audits. These rules, including HAC and Never Events, allow our clients to monitor high-risk RAC, MIC and commercial audit metrics to identify risk target areas and proactively change HIM, coding and billing practices.

**Dynamic Workflow Management**

Leverage process intelligence to manage audit workflow and follow-up activities in order to submit proper documents and appeals before deadlines expire. Collaborate online with colleagues to ensure a seamless and well-documented audit process.

**Document Management**

Organize all the letters, requests, responses and follow-up documents generated during a compliance audit. Documents can be uploaded for online management and collaboration.

**Internal Benchmarking**

Perform comparisons between physicians or facilities for coding trends and possible risk development. Help physicians see the impact of improper coding and identify opportunities to clarify the terminology that drives coding.

**External Benchmarking**

MedeAnalytics uses the same data as CMS to evaluate claim integrity—your 837 claim files and comparative data from MEDPAR, PEPPER and other benchmarking data sources.

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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/>.

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Quantum Appeals © Washington & West, LLC	Linda Fotheringill Principal and Co-Founder  Megan Jones Professional Relations	<a href="mailto:l.fotheringill@washingtonwest.com">l.fotheringill@washingtonwest.com</a> 1-800-704-5574  <a href="http://www.quantumappeals.com">www.quantumappeals.com</a> <a href="http://www.washingtonwest.com">www.washingtonwest.com</a>  <a href="mailto:m.jones@washingtonwest.com">m.jones@washingtonwest.com</a> 718-702-3405	In Development
Product Description (submitted by vendor)			
<p>Quantum Appeals© is a comprehensive Software Tool designed to track &amp; manage RAC and other Medicare denials. It is the only software tool on the market that is powered with the actual tools that will assist your staff with writing winning appeals to overturn RAC/Medicare denials. Quantum Appeals <u>contains Federal law &amp; Medicare criteria</u>, as well as <u>Tutorials</u> that will assist your clinical staff with analyzing your denials. Denials that involve medical necessity issues such as APC listed procedures with one-day stays, and coding issues such as excisional debridement denials, require careful analysis of the medical record for documentation that will help win your appeal. <u>Quantum will guide your staff in the appeal writing process</u>. A built-in Alert system will prevent missing deadlines in the 5-step Medicare Appeal process, and a Document Request tool will allow seamless communication between departments.</p> <p>As an additional bonus, if desired, Quantum Appeals will allow management of RAC/Medicare denials <u>and</u> your Managed Care denials on one platform.</p> <p>OVERVIEW</p> <ul style="list-style-type: none"> <li>• RAC Analysis &amp; RAC Appeal Strategy</li> <li>• Coordinated Denial RAC Team Response</li> <li>• RAC Appeal Templates, with Applicable State &amp; Federal Laws</li> <li>• Standardized <i>and</i> Ad-Hoc Reporting-Tracking down to the CPT Code!</li> <li>• Data Uploads from Your System</li> <li>• Integrated Imaging Capability</li> </ul> <p>Increase Revenue, Never miss a deadline, Get Payor Report Cards, Get Contract Analysis, Identify Denial and RAC Auditing Patterns, and work to Decrease RAC retractions and Denials with Quantum Appeals©.</p>			

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## RAC Audit/Tracking Tool Vendors

July 25, 2011



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Product/Company Name	Contact	Contact Info	Compatible Status*
RACovery Toolkit™	Terri Johnson	760.448.1019	In Development
Integrated Revenue Management	Adrielle Robinson	<a href="mailto:RACovery@irminonline.com">RACovery@irminonline.com</a> <a href="http://www.irminonline.com">www.irminonline.com</a>	

Product Description (submitted by vendor)

**Are You Ready for the CMS Recovery Audit Contractor (RAC)?** The permanent RAC program will be an enormous adjustment for every hospital. In preparation for its rollout, all hospitals must implement a process to manage the RAC audits, from tracking medical record requests to making appeals, as well as identifying areas for process improvement. Integrated Revenue Management (IRM) can assist your hospital with this daunting task with the **RACovery Toolkit™**, available in both Access and SQL.

What will **RACovery Toolkit™** do for you?

- Manage the medical record request and submission process by tracking all deadlines and alerting you of overdue medical records. It tracks all submissions of medical records to the RACs, including the date the medical record was sent, the method of submission, and tracking number
- Track all RAC letters by giving your hospital a central location to collect and store detailed RAC account information
- Attach scanned images of the RAC letters to the accounts within the application. The facility has a digital archive of all RAC letters and can view these letters from within the application
- Track the account through the entire appeal process and the appeal reports prompt the user to move the account to the next level of appeal within the appeal deadline. The deadline for each appeal level is calculated
- Ensure that the records are submitted in a timely manner in order to avoid technical denials. These reports also ensure the facility receives determinations from the RACs in a timely manner
- Use reports to aggregate the data to identify opportunities for process improvement (PI) and education
- Access to support from IRM including forum calls that allow the users to network and share RAC experiences
- Identify accounts awaiting RAC responses
- Use data aggregation will assist in identifying opportunities and needs for process improvement (PI) or focused education by identifying high-risk areas
- Decrease audit requests
- Decrease denials

Improve financial performance

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Product/Company Name	Contact	Contact Info	Compatible Status*
RAC Management System International Developers Inc.	Didier "D" Salem CEO	International Developers Inc. 3278 Masters Drive Clearwater, FL 33761 (727) 460-8820 Dsalem@InternationalDevelopers.net www.internationaldevelopers.net	In Development
<p>Product Description (submitted by vendor)</p> <p>IDinc's RAC Management System is designed to manage the entire cycle from receipt of chart requests from the RAC through the entire cycle of appeals. Based on robust workflow and rules engines, the system is fully customizable to match the workflow of each organization. It can be installed in-house or accessed via the Internet. It is available as an add-on to IDinc's other modules or as a stand-alone solution.</p> <p>Visit <a href="http://www.internationaldevelopers.net">www.internationaldevelopers.net</a> to learn more about IDinc's solutions.</p> <p><b>Features include</b></p> <ul style="list-style-type: none"> <li>Task and Appeals assignments, reminders and escalation notices with Email based notifications</li> <li>Form maker to standardize the communication between various parties</li> <li>Scan and Store all documents sent and received by all parties</li> <li>Management and Statistical Reports</li> <li>Adhoc report generator to create your own reports</li> </ul>			

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Product/Company Name	Contact	Contact Info	Compatible Status*
RAC Manager Alpha Systems ImageWorks EDM Systems	Mark Marcinowski	Alpha Systems 458 Pike Road Huntingdon Valley, PA 19006 800-732-9644 mmarcinowski@alpha-sys.com	In Development
Product Description (submitted by vendor)			
<p>Alpha Systems' RAC Manager software module provides health systems and hospitals the tools for complete oversight and management of RAC audit requests. Audit information along with the accompanying release of information documentation is tracked from the initial request through all five levels of appeals.</p> <ul style="list-style-type: none"> <li>o Transfer information electronically or manually enter patient demographic, CPT/ICD-9, and DRG data</li> <li>o Track audit status through all five level of appeals, monitor over and under payments, along with hospital recoupment levels</li> <li>o Manage alerts and reminders through critical appeal deadlines with detail reports and alerts</li> <li>o Maintain complete oversight of the effectiveness of the audit response process through an executive dashboard</li> <li>o Control authorization at the different levels of appeals by user profile for viewing, updating, and closing of appeals</li> <li>o Scan medical records and correspondence into associated RAC request to consolidate all audit information in one location</li> <li>o Generate appeal letters and correspondence</li> <li>o Track what and when patient medical records related to the RAC request were sent, link to UPS, FedEx, and USPS</li> <li>o Account for and invoice for charges associated with the documents released to the RAC auditor</li> <li>o Isolate and trend problem areas in case management to make immediate corrective action to documentation deficiencies</li> </ul> <p>Alpha Systems a leader in electronic document software and scanning services, has crafted this stand-alone module to fit all types of health systems and hospitals, from a small community-based hospital to large health systems. Alpha Systems, a KLAS 2008 best in category winner, combines our user-friendly software and world-class customer service to deliver with ImageWorks RAC Manager. To learn more about Alpha Systems visit us on the web at <a href="http://www.alphaedm.com">www.alphaedm.com</a>.</p>			

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Product/Company Name	Contact	Contact Info	Compatible Status*
RACManager LMRPManager, LLC	Jim Gocek	LMRPManager, LLC P.O. Box 536338 Orlando, Florida 32853 888-739-4797 <a href="mailto:jgocek@lmpmanager.com">jgocek@lmpmanager.com</a> <a href="http://www.lmpmanager.com">www.lmpmanager.com</a> <a href="http://lmpmanager.com/racmanager.htm">http://lmpmanager.com/racmanager.htm</a>	In Development
Product Description (submitted by vendor): Updated February 23, 2009			
<p>RACManager will allow your staff to efficiently manage the entire RAC Audit Process. It is a full featured and capable solution that is remarkably easy to use.</p> <ul style="list-style-type: none"> <li>• Simple to implement and affordable Web Service</li> <li>• Perfect for Health Systems – Easily manage one or more hospitals with a single database/sign on.</li> <li>• 'Alert Assistant' automatically sends reminder emails if a claim is nearing a critical deadline</li> <li>• Medical records request processing, delivery tracking and RAC invoicing</li> <li>• Auto-flow next-step sequencing between all appeal levels</li> <li>• On-line word processor for preparing/storing of appeals</li> <li>• Import and attach medical records requests/appeal documentation at all request/appeal levels (PDF, Word, and Scanned Files)</li> <li>• True Cash Flow Measurement - Electronic remittance processing saves time and ensures reporting accuracy</li> <li>• You can refer selected appeals to a third party who can only see what is assigned to them</li> <li>• Real time reports/charts plus unlimited user customizable Web Reports</li> </ul>			

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Product/Company Name	Contact	Contact Info	Compatible Status*
RAC Research Interpoint Partners, LLC	Chris Hatcher	800-531-0615 Ext. 812 <a href="mailto:chatcher@interpointpartners.com">chatcher@interpointpartners.com</a>	In Development
Product Description (submitted by vendor)			
<p>RAC Research is comprehensive web-based solution designed specifically to help hospitals manage the RAC audit and appeals process. Based on a development partner hospital's RAC experience during the RAC demonstration project in Florida, RAC Research combines Interpoint's business intelligence and workflow management tools to enable hospitals to take charge of the appeals process while analyzing the data to reduce future audits.</p> <ul style="list-style-type: none"> <li>Imports active A/R and historical zero balance accounts including payment and adjustment transactions to provide immediate access to all potential RAC accounts providing real-time look-up and account management</li> <li>Provides a simple to use workflow management system to track and manage the complex and time-sensitive appeal process and make sure deadlines are met</li> <li>Identifies accounts for which documentation should be reviewed</li> <li>Generates automatic reports to identify clinical process changes required to prevent future audits</li> <li>Exposes high risk in-house or recently discharged RAC patients through level of care analysis</li> <li>Immediate access to appeal status and outcome reporting</li> <li>Denial Management queues integrated with HIMS and Case Management creating a teamwork approach for appealing and overturning denials</li> </ul>			

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Product/Company Name	Contact	Contact Info	Compatible Status*
RAC Runner EDCO GROUP INC.	Michelle Harris	1351 N. Belcrest Springfield Mo, 65802 Phone: 417-447-3229 Toll Free: (866)861-6526 <a href="mailto:mharris@edcogroupinc.com">mharris@edcogroupinc.com</a>	In Development
<p>Product Description (submitted by vendor)</p> <p>With decades of document management experience in Healthcare, EDCO is equipped to address the demands of RAC. Some products only offer basic tracking features, but RAC Runner simplifies the whole RAC process from notification through appeal.</p> <p>RAC Runner includes:</p> <p><b><u>Notification Tools</u></b> - Kick-starts collection requirements directly from Request Letters.  <b><u>Chart-packaging Tools</u></b> - Bundles documents from both electronic and paper sources.  <b><u>Workflow Tools</u></b> - Automates submission and appeal processes.  <b><u>Claim-tracking Tools</u></b> - Maintain claims and associated documents for ongoing reference.  <b><u>Online Tools</u></b> - Access updates, alerts, appeal status and management dashboards on demand.</p> <p>Join us for a <b>Get a Grip on RAC</b> Webinar. Learn what makes RAC Runner a must-have for upcoming audits and how this product allows hospitals to embrace RAC and protect revenue. Sign up at <a href="http://racrunner.com">racrunner.com</a>.</p>			

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Product/Company Name	Contact	Contact Info	Compatible Status*
RxRAC / Compliance Concepts, Inc.	Bryan Rainey, VP IT	Compliance Concepts, Inc. 301 McCullough Drive, Suite 520 Charlotte, NC 28262 Office: (704) 547-9000	In Development
<p>Product Description (submitted by vendor)</p> <p>The RxRAC module is one of several exclusive methodologies developed by Compliance Concepts, Inc. (CCI) that can be loaded into the CRS/2 software platform, utilizing cutting-edge technology developed by Cura Software Solutions. RxRAC tracks all of the RAC activities from receipt of the initial RAC letter through determination and/or appeal.</p> <p>The unique feature of a <b>knowledge base</b> is that it allows users to link specific denials with the CMS new issue review list, the organization's internal compliance plan, and/or the Office of Inspector General (OIG) Workplan just to name a few.</p> <p>Managing the workflow of RAC correspondence can become quite overwhelming. RxRAC will ensure that tasks are assigned to the appropriate staff members, as well as setting up e-mail notifications. Organization specific reporting is just a click away with the availability of reviewing detailed or summary reports.</p> <p>Quarterly reporting to the American Hospital Association (AHA) will also be available.</p> <p>RxRAC features include:</p> <ul style="list-style-type: none"> <li>• Customized views, workflows and steps;</li> <li>• Tasks, actions, notification and escalations;</li> <li>• Link between elements in the system;</li> <li>• Key Risk Indicators;</li> <li>• User Defined Metrics;</li> <li>• Full Audit Trails;</li> <li>• Analysis and extensive reporting;</li> <li>• Trending and Snapshot capabilities;</li> <li>• Import/Export functionality;</li> <li>• Unlimited Hierarchy operational setup.</li> </ul> <p>CCI not only provides the RxRAC tracking database, but is also available to be the completed RAC team. Experienced consultants and physician advisors are available to review all types of services, enter information into the RxRAC database, assist in the appeal process, as well as serving as educators for the organization on RAC activities. For more information about Compliance Concepts, Inc., visit <a href="http://www.complianceconcepts.com">www.complianceconcepts.com</a>.</p>			

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Product/Company Name	Contact	Contact Info	Compatible Status*
STARS		CS STARS LLC/Marsh Client Technologies 100 North Tryon Street, Suite 3200 Charlotte, NC 28202 (704) 374-8378 <a href="mailto:KBrown@csstars.com">KBrown@csstars.com</a>	In Development
CS STARS LLC/Marsh Client Technologies	Keith Brown		
Product Description (submitted by vendor)			
CS STARS offers comprehensive tools for RAC preparation, tracking, and resolution. Highlights of CS STARS' flexible and scalable software solution include:			
<ul style="list-style-type: none"> <li>• Secure, web-based access across multiple departments and facilities</li> <li>• RAC request management and tracking through the entire appeal process</li> <li>• Diary system and easily customizable workflow management tools with automatic and escalating email notifications</li> <li>• Robust standard and ad-hoc report creation using Business Objects and Crystal Reports</li> <li>• Dashboard capabilities for monitoring performance and identifying trends</li> <li>• Report bursting for automated report distribution</li> <li>• Auditing capability for managing mock RAC audits</li> <li>• Data import/export and interface capabilities for linking with other systems and databases</li> <li>• Can be easily added to an existing STARS installation or implemented separately</li> </ul>			
The CS STARS implementation process is supported by Marsh Risk Consulting experts with considerable practical experience in healthcare risk management, compliance, financial, and case management consulting. Benefits of this approach include a more streamlined, expert implementation process as well as the capability to perform mock RAC audits, revenue recovery projects, and case management program assessments in conjunction with the implementation of CS STARS solution for RAC audits.			

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Product/Company Name	Contact	Contact Info	Compatible Status*
TRACK+ Array Software	David Henshaw	Array Software 540 Meadow Street Agawam, MA 01001 413-789-2600 <a href="mailto:dhenshaw@arraysoftware.com">dhenshaw@arraysoftware.com</a>	In Development
Product Description (submitted by vendor)			
<p><b>TRACK+</b> is the new RAC Audit tracking tool for Meditech® MAGIC hospitals from Array Software. <b>TRACK+</b> will help <b>define, refine, and standardize</b> your process, and provide tools to <b>manage the process efficiently</b>. <b>TRACK+</b> is different from all the other RAC management tools because it is able to use its <b>robust integration to automatically pull data from</b> the Meditech® modules including <b>Medical Records, Abstracting, and B/AR</b> to meet the auditors' needs.</p> <p>Built on the proven, mature <b>TASK+</b> task-management system, <b>TRACK+</b> has features and enhancements designed <b>expressly</b> for RAC Audits, including:</p> <ul style="list-style-type: none"> <li>▪ <b>Batch processing</b> of RAC auditors' requests for medical record resulting in each record becoming an individual task.</li> <li>▪ <b>Auto-assignment</b> to the designated people on the RAC team who need to provide input or perform specific functions related to the task.</li> <li>▪ <b>Documentation that stays with the RAC task</b> throughout its "lifecycle".</li> <li>▪ <b>Centrally located</b> data accessible for all RAC team members to review and monitor.</li> <li>▪ <b>Standard and custom reports</b> are easy to generate to meet internal needs, and the reports support aggregate reporting needs for state/regional and AHA.</li> </ul> <p><b>TRACK+</b> 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. <b>TRACK+</b> 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 <b>TRACK+</b> software will provide a comprehensive tool for maintaining the detailed records required of the RAC process.</p>			

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Product/Company Name	Contact	Contact Info	Compatible Status*
TracRAC® Clinical Financial Resource, Inc.	Tom Sills <a href="mailto:tsills@cfrcoding.com">tsills@cfrcoding.com</a> or Ellen Vaitkunas, RHIA <a href="mailto:ellenv@cfrcoding.com">ellenv@cfrcoding.com</a>	Clinical Financial Resource, Inc P.O. Box 100 239 Woodward Avenue Seekonk, MA 02771 (508)478-3786	In Development

Product Description (submitted by vendor):

TracRAC® is a web based RAC tracking system that allows hospitals to efficiently manage their ongoing RAC record requests, denials and appeals. The program facilitates and expedites RAC workflow by intuitively leading the user through the RAC process. TracRAC® provides overviews, detailed information, and alerts necessary to respond to RAC record requests and appeals in a timely and effective manner. TracRAC® receives data uploads from each hospital to auto-populate key demographic and financial information for reviewed claims. ASP-hosted application provides fastest time-to-implementation.

Specific functionality includes:

- ▶ **RAC View®**- View Medical Record requests, Denials, Appeals and Financial Impact on one easy-to-read dashboard.
- ▶ **Medical Record Requests** – Manage entire medical record request workflow from receipt to billing. Securely store Medical Records and case documents online for ease-of-collaboration.
- ▶ **Denials & Appeals Monitor**– Track Automated and Complex-Review Denials by type and dollar amount, and manage all stages and key milestones in the Appeal process.
- ▶ **Alerts** – Alert users of required actions and key response dates throughout RAC audit lifecycle.
- ▶ **Reports** – Generate standard reports for decision-makers in HIM, Coding, Case Management, and Finance, plus export to Microsoft Excel

Features include:

- ▶ Web-hosted interface and back-end database application base.
- ▶ Primary entry point and end user 'dashboard' for the system.
- ▶ Key at-a-glance summary RAC information
- ▶ "Clickable" interface that allows end-users to drill down on specific information.
- ▶ Ability to enter single or batch enter medical record requests
- ▶ Creation of pull list in terminal digit order.
- ▶ Ability to populate all demographic information for each request from uploaded historical billing information
- ▶ Ability to identify all records previously reviewed by prior CMS related audits
- ▶ Ability to create packing list for records sent to RAC
- ▶ Ability to create invoice for copied records
- ▶ Ability to follow shipping tracking numbers

*Compatible Status: Being RACTrac compatible simply means that a vendor has created a mechanism (CSV file) in their claim level RAC audit tool that will aggregate RAC experience data at the hospital level in a manner that is consistent with AHA RACTrac survey questions. AHA RACTrac is a web-based survey that will collect summary level RAC experience data from hospitals on a quarterly basis for advocacy and educational purposes. AHA is willing to work with any vendor to ensure that hospitals have multiple mechanisms for responding to this AHA survey in the future.*

*For more information about AHA RACTrac, this list, or to have your organization added, please contact [ractracsupport@providercs.com](mailto:ractracsupport@providercs.com) or 1-888-722-8712*

RAC Audit/Tracking Tool Vendors  
July 25, 2011



*The following list of vendors are currently in the market providing hospitals with claim level RAC Audit solutions. These vendors have expressed to AHA an interest in making their tools compatible with AHA's RACTrac, as indicated in the Compatible Status column. A vendor's appearance this list implies neither support nor endorsement of any particular product or vendor. Rather this list is provided solely as background for those who are looking to identify a product for their organization.*

- ▶ Ability to sort and track denials by denial type and dollar amount.
- ▶ Ability to collect all necessary data in defined fields in order to prepare appeals.
- ▶ Automatic calculation of due dates for all appeals.
- ▶ Ability to sort appeals by denial type, stage and/or key dates for purposes of review, reporting, or export to Excel.
- ▶ Linking of documents related to each case for upload to the web-based system for remote sharing/retrieval by end-users.
- ▶ Tracking of a case from record request through appeals with automatic collection of documentation of all milestone events.
- ▶ Core set of reports for medical records requests, coding, case management, patient accounts, and finance.
- ▶ Set of export excel reports available for table information on each screen.
- ▶ Ability to create and manage users and user groups.

*Compatible Status: Being RACTrac compatible simply means that a vendor has created a mechanism (CSV file) in their claim level RAC audit tool that will aggregate RAC experience data at the hospital level in a manner that is consistent with AHA RACTrac survey questions. AHA RACTrac is a web-based survey that will collect summary level RAC experience data from hospitals on a quarterly basis for advocacy and educational purposes. AHA is willing to work with any vendor to ensure that hospitals have multiple mechanisms for responding to this AHA survey in the future.*