



# A GUIDE

## FIVE STEPS TO ENSURE SUSTAINABILITY OF HOSPITAL RESOURCES

### TAKE THESE FIVE STEPS TO SUPPORT YOUR FINANCIAL INTEGRITY

Hospital systems have been under pressure because of the pandemic. Cancelled elective surgeries, postponed screenings, overflowing emergency departments, staff shortages, unavailable beds, and extremely sick ICU patients are a few of the contributing factors. In several states, Covid variants remain virulent.

Compounding these challenges, HHS, Private Insurance rules, and reimbursements change frequently, making it difficult to plan.

The first step to safeguard the stability of your resources is to confirm that every service has been accurately documented. Often, related services accompanying significant, complex procedures are not completely documented inhibiting thorough billing. This can be something minor like failing to log a nutrition consult or a major misstep such as missing the anesthesia service in conjunction with a colonoscopy. In other cases, services were documented but had missing codes or situations where add-on codes for primary procedures were missing. In all these situations, the financial impact can be significant.

#### To avoid this, here are action items to consider:

**Audit your current charge capture process to discover where errors most likely occur.**

- “You don’t know what you don’t know.” It is imperative that you find the leaks and fix them. This is especially important if you have a manual system or are short-staffed in the department.
- If you do not have the bandwidth yourself, you can engage a consultant or a vendor that will provide this analysis at no charge.

**Automate your charge capture system**

- Sophisticated algorithms can find and match all charges to clinical notes with a very high degree of accuracy.
- Find a solution that evaluates thousands of permutations of items that could be missing from the claim and delivers an automated and annotated review of the documentation as compared to the claim for your review.

**Select a system that has robust features that are configurable to your exact needs.**

- Use embedded business intelligence tools for analytics that can provide insights, not just reporting, with algorithms that adapt to your specific situation



- Select a solution with both pre-bill and post-bill audit functionality
- Employ configurable case prioritization and automated case escalation
- Enable team communication with embedded note functionality within the workflow
- Deploy advanced querying tools with your custom templates and workflows
- Uses automated DRG reconciliation workflows
- Includes HCC identification and omission plus longitudinal regression with RAF calculation

### **Work with a partner with integrity**

- Your vendor should be a true partner that shares your values, understands your goals and adapts to your needs
- Select a vendor with world class expertise and the experience to deliver high quality solutions

### **Select a system that works with multiple EHRs**

- Your revenue cycle management solution should be EHR agnostic and can integrate disparate data and share it across multiple platforms

### **Five Steps to Ensure the Sustainability of your Resources**

1	Audit your current charge capture process to identify where errors most likely occur
2	Automate your charge capture system
3	Select a charge system with robust features that are configurable to your exact needs
4	Work with a partner of integrity
5	Select a solution that is EHR agnostic

### **What our Solution Does**

- Identifies missing Inpatient and Outpatient Coding in the patient encounter records via a **Pre-Bill** Audit and before claims are submitted
- This will reduce instances of denied claims or surprise patient billing

### **Features of nSight Analytics**

- More than 2500 configurable algorithms to analyze a myriad of unique events
- Cloud based, easy to implement, easy to use with maximum flexibility
- Delivers insights – not just reporting



## How this Solution Works

Hospital documents (such as Coding Summaries, Op Reports, Emergency Notes) are processed through our proprietary nSight formula technology and filtered by hundreds of coding and clinical documentation algorithms to identify missing services.

## How is RecordsOne able to do this?

By reviewing current charges and analyzing the data with the nSight Analytics technology, a highly sophisticated array of algorithms that will find missed charges with over 99% accuracy.

## What this means for you

- Fewer denials
- Lowered readmission risk
- Increased quality compliance
- Increased productivity
- Resources that meet all financial, operational, and regulatory standards

## Here is an example of results that organizations have realized:

The CFO of a major hospital system was concerned that their coding and billing processes were not properly identifying all valid service charges on the table, but they did not know why nor which ones. They determined that an audit of their processes was necessary to identify where the missed service charges were most likely occurring. As their existing audit process was unable to solve the problem, the CFO asked RecordsOne to analyze their processes and systems.

In this case, RecordsOne analyzed more than 12,000 cases, over the course of three months, in these clinical categories to see how well their existing system was performing:

- EGD documented without coding
- Colonoscopy documented without coding
- Critical Care documented without coding
- Add-on codes missing primary procedures

*Using the proprietary nSight Analytics Engine, RecordsOne was able to identify potential missed service charges on more than 20% the cases reviewed, while identifying the underlying process root causes to aid in developing long term systemic improvements.*

## About RecordsOne

RecordsOne is a leading developer of RCM solutions for health care systems. We have been helping hospital executives improve management of their financial resources for over twenty years. Our innovative technologies and nSight Analytics engine provide you with clear insights, not just reporting.

As a company, we are known for outstanding software technology, and a singular focus on our customers. Our team consists of world-class software engineers and subject matter experts with the experience and knowledge to understand your situation and the problems you need to solve. We are open, honest, and transparent. We commit to what we agree on and deliver on that commitment.



## OUR SOLUTION

### IR1S: INTEGRATED REVENUE INTEGRITY SYSTEM

**Simplification, Automation, Reliability, Lower Cost... get them all with IR1S.**

Our Integrated Revenue Integrity System (IR1S) eliminates the need to license and integrate disparate tools, with endless integration points, competing priorities, and increased complexity. Cloud based, easy to implement, intuitive to use, with flexible On-Demand module activation. Our turn-key solution guarantees a 30-day implementation from final data integrity check to operational capability that requires nominal IT support from your organization.

#### Extensive integrated modules enable solutions for:

- Clinical Documentation Improvement
- Quality & Population Health
- Charge Capture & Audit

#### RecordsOne Complimentary Assessment

RecordsOne offers a no-cost, no-obligation analysis of your data so you can see how many charges may have been missed or improperly coded. This way, you can assess the potential impact to your system.

**ACT NOW – this program is for a limited time.**

**Contact RecordsOne at**  
[www.recordsone.com](http://www.recordsone.com)  
 or call 239-249-5264  
 toll free 833-732-7371

**Unlocking the knowledge hidden within your clinical enterprise**

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