

ChartMaxx® RAC Manager

Meet Deadlines, Manage Workflow and Track Appeals

Audits can cost millions of dollars, making the Centers for Medicare and Medicaid Services Recovery Audit Contractor (RAC) program one of the greatest challenges facing healthcare enterprises today.

ChartMaxx RAC Manager, a component of ChartMaxx Document Management and Imaging (DMI), streamlines RAC audit processing and responses with a unique configuration of existing tools – customized workflows, ChartMaxx® Intelligent eForms, release of information (ROI) and detailed tracking and reporting – to provide a comprehensive RAC solution.

Take Control of Your Data – Proactively

Building upon more than 15 years of experience in patient record solutions, ChartMaxx RAC Manager offers proven tools to empower your enterprise to act before it's under the microscope. You can easily access data and:

- Data mine to identify risks and vulnerability to RAC audits
- Correct problematic claims – prior to an audit – in order to re-bill for more than just ancillary services
- Use Intelligent eForms to ensure compliance with new coding and clinical documentation procedures
- Assess your RAC risk by identifying cases that contain target DRGs, codes and other circumstances

Take Control of Your Data – Reactively

With the potential for hundreds of record requests, the RAC program doesn't leave room for error and can quickly overwhelm your organization. ChartMaxx RAC Manager is specifically designed to meet the RAC challenge:

- RAC-specific Intelligent eForms with pre-populated data, including deadlines
- Automated timers, reminders and e-mail alerts to keep RAC responses on time
- Customizable workflows automatically route RAC requests to designated team members and allow for multiple levels of concurrent review
- Quick and efficient gathering of documentation, release of information and package tracking
- Appeal status tracking with data collection about successful and failed appeals

Track Productivity

Productivity dashboards let you track progress toward meeting RAC deadlines and identify any bottlenecks, in order to make effective adjustments or change resource allocation to more effectively manage the process and protect revenue.

ChartMaxx RAC Manager provides a comprehensive and integrated approach to answering RAC record requests, streamlining responses, building workflows and managing deadlines.



ChartMaxx RAC Manager in Action

ChartMaxx RAC Manager enables you to find and correct weaknesses in your documentation practice. For example, to receive Medicare reimbursement, it's imperative that physicians identify the surgical instrument used for excisional debridement. ChartMaxx Intelligent eForms and workflow enable you to automatically add an eForm to the patient chart to ensure the doctor properly identifies the instruments in use. This is one small example, which can save thousands of dollars and reduce vulnerability to future RAC audits for this procedure.



ChartMaxx ranked #1 in the DMI category of the 2009 Top 20 Best in KLAS Awards: Software & Professional Services report.

ChartMaxx® RAC Manager

Meet Deadlines, Manage Workflow and Track Appeals

ChartMaxx RAC Manager Empowers You To:

- Meet deadlines with alerts and reminders
- Customize workflows to route RAC requests and allow for concurrent reviews
- Proactively conduct internal audits to self report errors and make amended claims
- Identify RAC trends to make corrections and procedure adjustments
- Monitor productivity of RAC team members to eliminate bottlenecks
- Manage the appeals process with concurrent reviews and recommendations by the RAC team
- Make appeals decisions based on real data
- Provide efficient release of information with centralized data management
- Automatically calculate and bill RAC per-page fees
- Track your RAC response packages with one-click shipping tracking
- Save time and ensure accuracy by auto populating information from the medical record into tracking reports
- Prevent vulnerabilities with thorough documentation through ChartMaxx Intelligent eForms

Track Trends and Make Strategic Adjustments

ChartMaxx RAC Manager empowers your enterprise's leadership team with the real-time information and reporting it needs to make informed and relevant policy decisions. Graphical dashboards make it easy to assess providers' risks, identify problems and enable strategic decisions.

Data reporting lets your organization monitor all RAC activity, from tracking the volume and status of claims to identifying vulnerable DRGs and systemic coding problems. Easy-to-read executive dashboards give at-a-glance information about the entire RAC process.

SERVES THE ENTIRE RAC TEAM:

- RAC Coordinator
- Coding
- Health Information Management
- Revenue Cycle/CFO
- Legal
- Administration
- Compliance
- Physicians and Nurses

ChartMaxx RAC Manager, for All Your Auditing Needs

While ideal for handling RAC requests, ChartMaxx RAC Manager is designed with the flexibility to handle the complex orchestration needs inherent to managing any audit (with minor modifications) such as Medicaid and private payers.



Healthcare professionals have rated MedPlus' ChartMaxx® enterprise-wide electronic patient record system as the top healthcare Document Management and Imaging (DMI) software product, according to the 2009 Top 20 Best in KLAS Awards: Software & Professional Services report. ©2009 KLAS Enterprises, LLC. All rights reserved. Please visit www.KLASresearch.com.

3132-1209

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