



CodeCorrect Helps Aurora Health Care Uncover Millions of Dollars of Rightful Revenue

With more than 24,000 employees, Aurora Health Care is one of Wisconsin's largest private employers. The system is also one of the nation's largest providers of cardiac services, and it has won many prestigious awards. It is the only system to earn the American Nurses Association's coveted Magnet Award for multiple hospitals.

Challenge

With the advent of APCs, Aurora faced an uphill battle. "We had to implement APCs across all hospitals simultaneously," says Chargemaster Coordinator Karen Schmidt, RN, MS, CPC. "We knew the most efficient way to do this was to standardize chargemasters across the system. To do that, we *had* to find the right tool."

Solution

Schmidt, a 25-year veteran of Aurora, had worked in several clinical and administrative areas, always successfully tackling difficult projects. But managing multiple chargemasters? "I couldn't handle all of them by myself." There were 12 hospitals in the Aurora system at that time. Once she saw CodeCorrect in action, she had her answer. "CodeCorrect offered a comprehensive package to address every facet of the revenue cycle," says Schmidt.

She brought KnowledgeSource® online first. One of her earliest jobs was to review pass-through codes. "We conducted an audit of our cardiac services. We found 20 codes on our chargemaster that were outdated, incorrect or missing. Based on the volumes,

we calculated the missing revenue at \$3.7 million."

A bit later, Aurora started using CDM Manager®. Schmidt was given the task of cleaning up the chargemaster of the Aurora hospital in the worst financial shape. She had one month.

Using CDM Manager, it took half an hour to run the analysis. "Nine thousand charges were analyzed and 1,460 were identified for review," she explains. "Over the next few weeks we edited almost 650 codes, and updated 483 revenue codes. We added 70 charges for services being performed but not charged. We found 12 pass-through opportunities, removed 16 expired codes and updated them to current codes. Nineteen deleted codes were crosswalked, and 42 invalid codes were corrected." She met her deadline with three days to spare.

Results

Schmidt has a myriad of successes with CodeCorrect. "For six months, I kept being asked to review rejected pain management claims. Each week, I would find between \$3,800 and \$12,000 in additional charges in these claims." It was obvious the pain management chargemaster needed revision. She used CodeCorrect to profile the CPT and companion codes. It took her only a few hours to set up the pain management chargemaster. "I've set up similar chargemasters without CodeCorrect. Those took me a month."



In Interventional Radiology Services, she created a new chargemaster for services the radiology nurses were performing but not charging. In less than a year, that generated additional appropriate revenue of more than \$1 million.

KnowledgeSource has been invaluable in numerous ways, such as clearing claims marked “return to provider.” For example, claims for one cancer patient kept coming back because of an incorrect code for the chemotherapy drug. Using CodeCorrect, Schmidt researched the problem and ferreted out an obscure issue. Once billing made the correction, the claims went through and the hospital collected \$200,000 of appropriate reimbursement.

Researching compliance issues, too, is a big part of Schmidt’s job. “When a compliance question arises, I come up with a credible answer with the ultimate resource, the Medicare documentation, to support our action. From a money-saving standpoint, having CodeCorrect has markedly decreased us sending issues to our legal consultants.”

Schmidt says she cannot get through a workday without CodeCorrect. “CodeCorrect has positively impacted every facet of our revenue cycle—scheduling, registration, access, billing, coding, finance, chargemaster, audit and clinical areas. Without reservation, I would recommend CodeCorrect.”