

Centricity™ Practice Solution  
Centricity Group Management

# Reimbursement Analytics

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imagination at work

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## Key Challenges Facing Practices

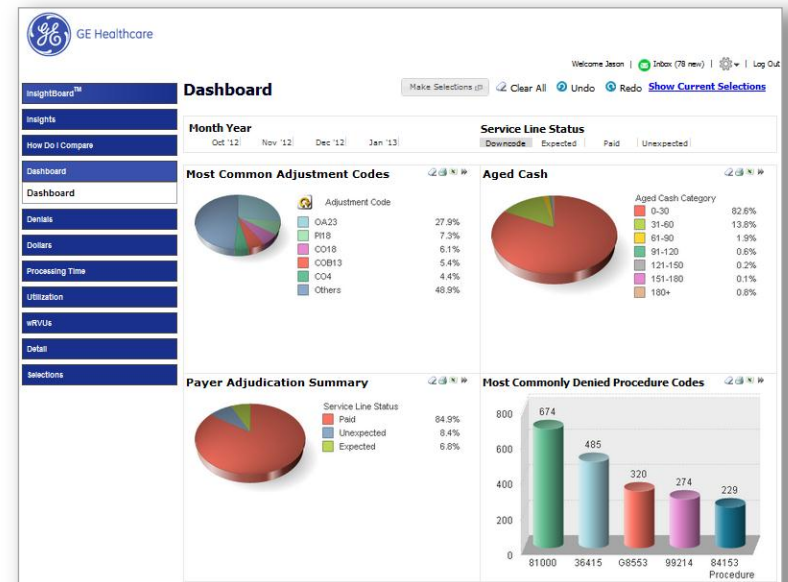
- Transparency is one-sided - payers, Medicare, regulators have the data – you don't
- Uncertainty from audits, ICD-10, MU, new compensation methodologies, etc
- Making decisions on insufficient and outdated data
- Limited aggregated clinical and financial data

## How can GE Help?

- By offering a near real-time, web-based application that provides comparative healthcare analytics on reimbursement, utilization and productivity
- Reimbursement Analytics offers the tools and insights that can help inform more strategic decisions and enable you to quickly identify and respond to changes in an increasingly competitive market

# Reimbursement Analytics

- Provides comparative healthcare data on reimbursement, utilization and productivity
- Includes over 100 fields in the ANSI 835 (electronic remits) compared at a state or national level
- Available for any size practice or health system that employs or manages outpatient providers, submits claims electronically and receives electronic remits
- Available to Centricity\* Practice Management, Group Management and EDI Services Users



# The Value of Information

## Get Answers to Resolve Key Challenges ...

### Reimbursement

How are payers treating you?  
How do you compare to your peers?

### Utilization

Are you an outlier on a code that may be an “audit-trigger”?  
Are your coding trends similar or different from your peers ?

### Productivity

How is your staff performing versus your peers?

## ... And Help Achieve the Benefits

### Optimize Profitability

- Fix problem payer trends
- Reduce denials and underpayments

### Increase Efficiency

- Compare code usage and performance

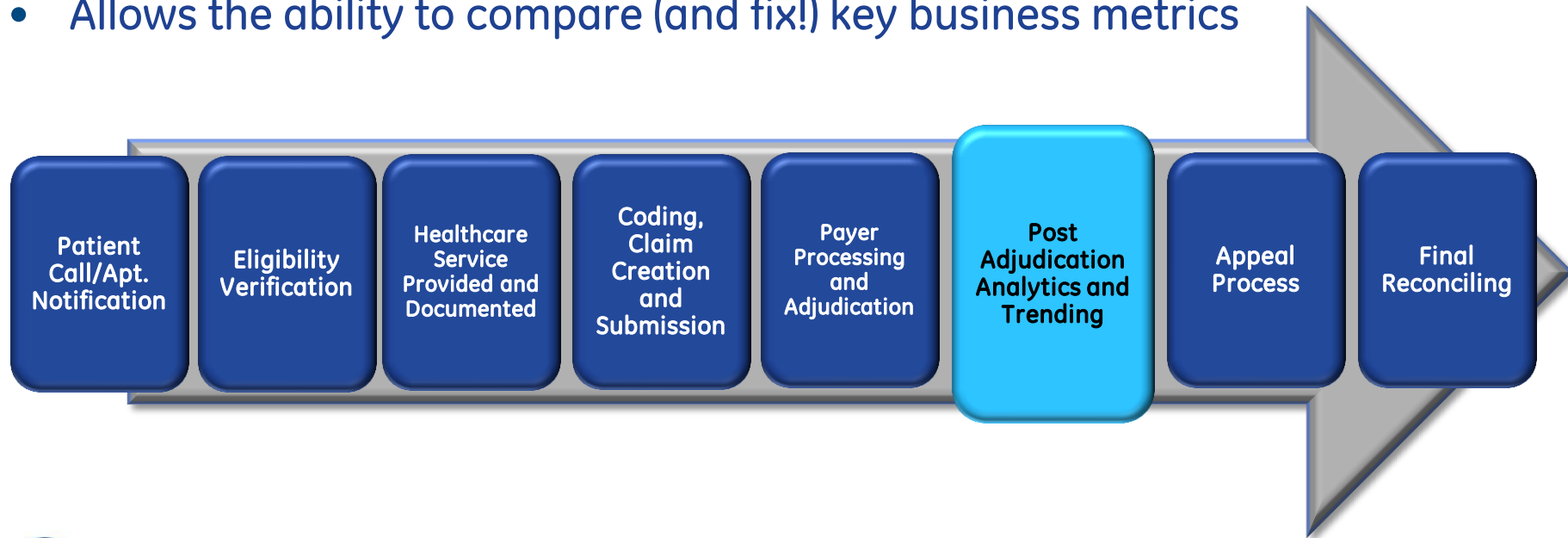
### Reduce Costs

- Identify problem staff issues
- Set appropriate thresholds to modify behavior

# Reimbursement Analytics: The 835 File

The ultimate report card starts with ANSI 835 data

- 835 is the HIPAA-mandated, electronic version of the paper EOB
- 100+ data elements including Patient, Payer, Provider and Product information
- Most structured, widely used and consistent file
- Allows the ability to compare (and fix!) key business metrics





# Solution Highlights Demonstration

# Insight Board

Close InsightBoard

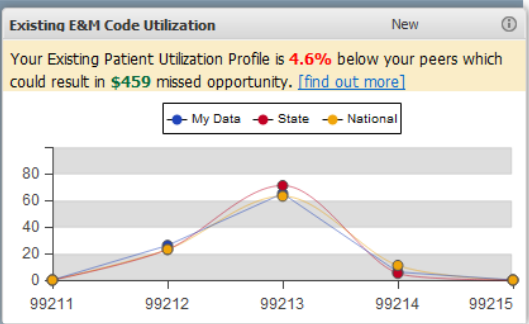
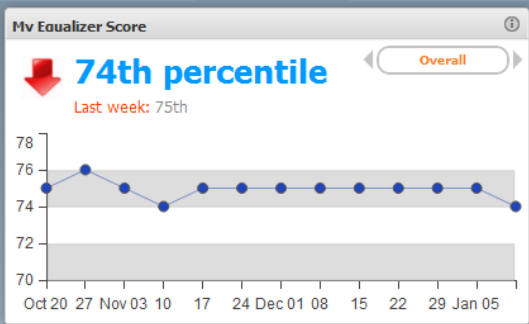
### Did You Know?

If your denial rate is lowered by **2%**, it could increase your net revenue by **\$10,231** in the next **30 days**.

If your staff processing time is reduced by **3 days**, it could increase your cash flow by **\$39,706** over the next **30 days**.

Your New Patient E&M Procedure Code Utilization Profile is **2.1%** below your peers.

Your Existing Patient E&M Procedure Code Utilization Profile is **4.6%** below your peers.



### Denial Management

Your overall denial rate is **17.0%**. Your peers in your state have a denial rate of **7.8%**. [\[find out more\]](#)

Reason Code	Opportunity	% of Denials	90 Day Trend
Payer Group		Denial Count	
16 Other/Unas... Claim/service lac...	\$93,799	72.9% 4,692	
4 Other/Unas... The procedure c...	\$34,683	5.0% 320	
B13 Other/Unas... Previously paid. ...	\$24,047	5.5% 353	
16 United Healt... Claim/service lac...	\$13,043	35.1% 79	
109 Other/Unas... Claim not covere...	\$8,264	1.9% 125	

### Payer Performance

Your overall payer processing time is **19 days**. Your peers in your state average **14 days**. [\[find out more\]](#)

Payer Group	Opportunity	% Allowed Paid	90 Day Trend
		Payer Processing T	
Other Unassigned	\$204,904	% 15.2 days	
BCBS	\$26,612	% 22.8 days	
United Healthcare	\$22,823	% 39.1 days	
Medicare	\$6,811	% 13.8 days	
Medicaid	\$2,371	% 3.3 days	

### Physician Performance

The total Work RVU generated so far for this week is **11** which is **98.0%** less than the total for the prior week. [\[find out more\]](#)

Include Zero wRVU

Rendering Provider	\$ Per wRVU	Denial %	90 Day Trend
	Zero wRVU exclude	Staff Processing Tim	
Dr. Jerome J...	\$162	16.0% 12 days	
Dr. Wayne C...	\$167	17.0% 17 days	
Dr. Lois L Jo...	\$178	17.0% 11 days	
Dr. Patrick P...	\$185	20.0% 13 days	
Dr. Kristina ...	\$187	18.0% 12 days	

# “Did You Know?” Module

## Did You Know?



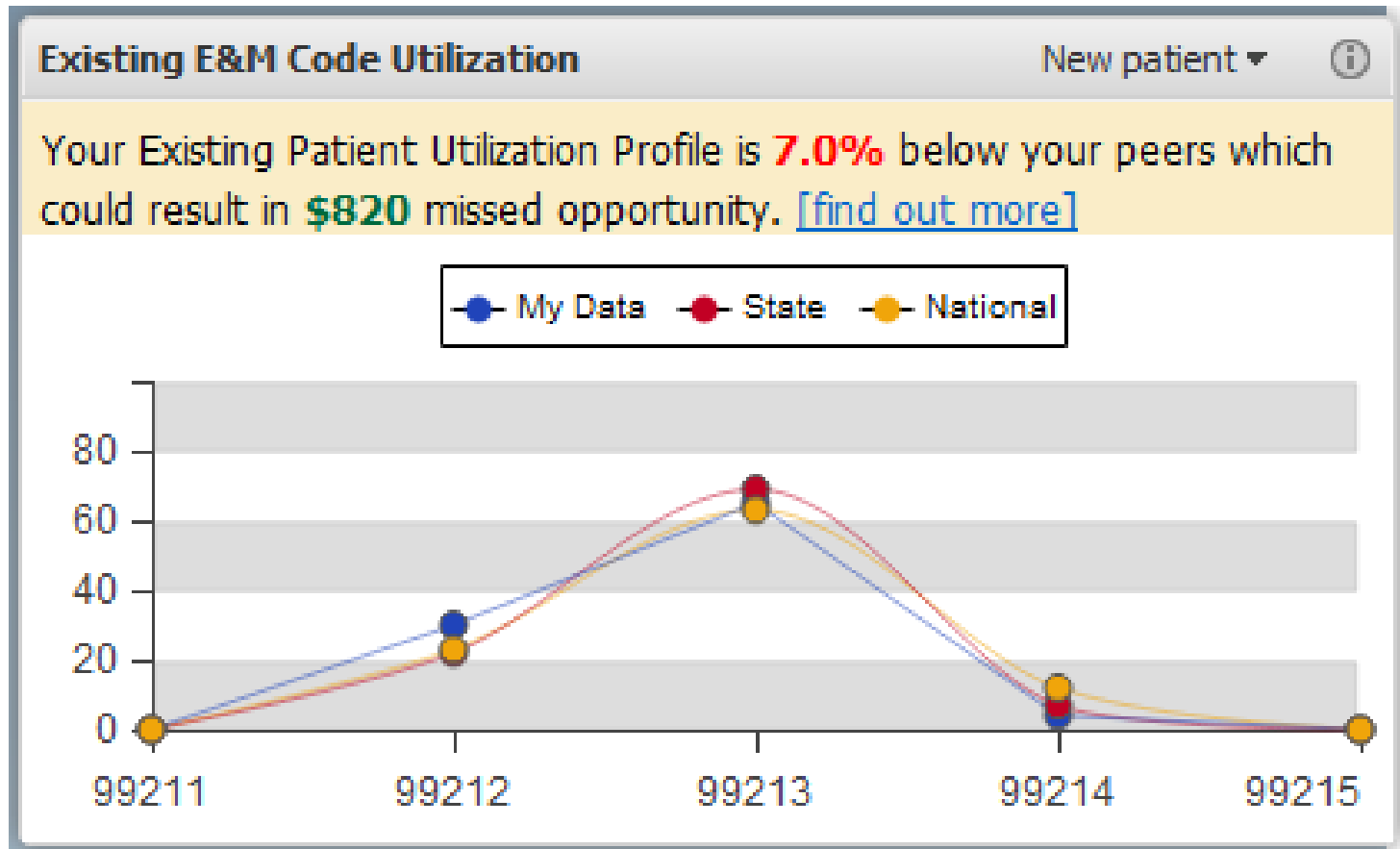
If your denial rate is lowered by **2%**, it could increase your net revenue by **\$14,741** in the next **30 days**.

If your staff processing time is reduced by **3 days**, it could increase your cash flow by **\$39,663** over the next **30 days**.

Your New Patient E&M Procedure Code Utilization Profile is **0.6%** above your peers.

Your Existing Patient E&M Procedure Code Utilization Profile is **7.0%** below your peers.

# E&M Code Utilization



# Denial Management

Denial Management <span style="float: right;">(i)</span>			
Your overall denial rate is <b>16.5%</b> . Your peers in your state have a denial rate of <b>6.8%</b> . <a href="#">[find out more]</a>			
Reason Code Payer Group	Opportunity	% Denied Denial Count	90 Day Trend
187 Other/Unas... Consumer Spend...	<b>\$19,844</b>	3.1% 533	
3 Other/Unas... Co-payment Am...	<b>\$16,928</b>	2.3% 392	
22 Other/Unas... This care may be...	<b>\$10,273</b>	3.9% 667	
B13 Other/Unas... Previously paid. ...	<b>\$8,729</b>	10.3% 1,748	
204 BCBS This service/equi...	<b>\$2,104</b>	2.5% 178	

# Payer Performance

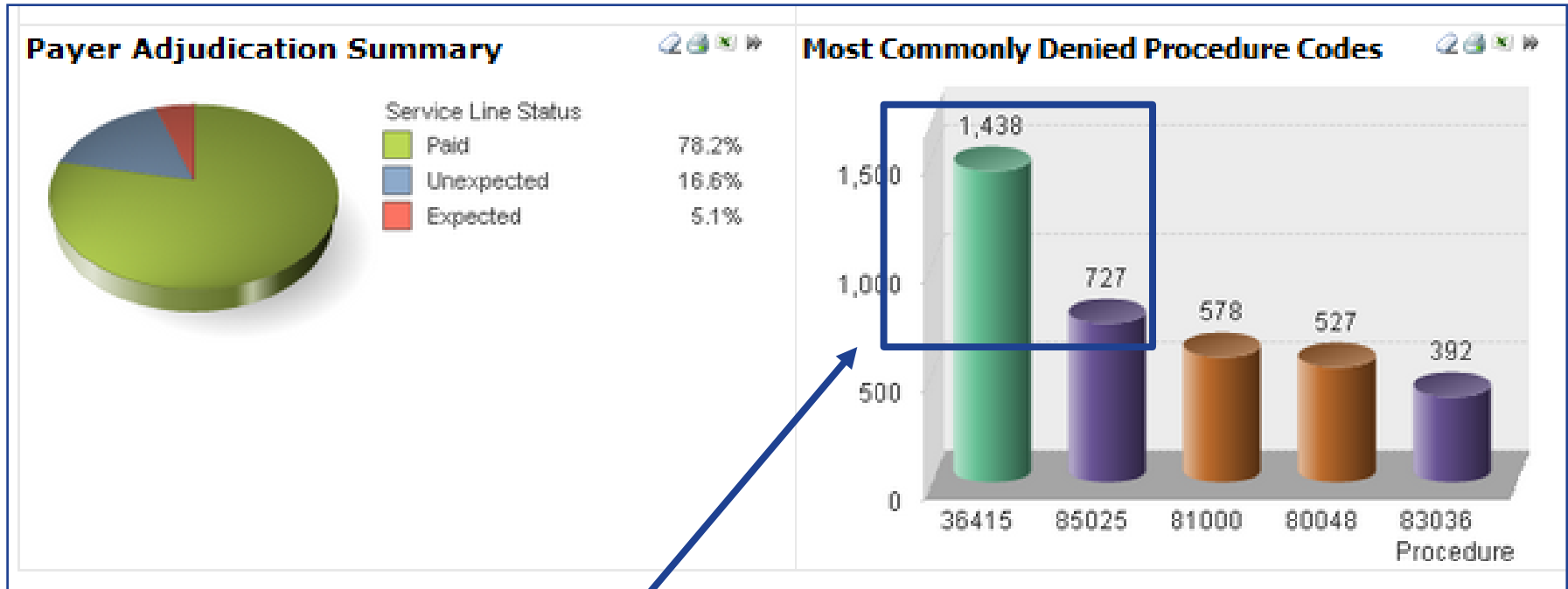
Payer Performance <span style="float: right;">(i)</span>			
Your overall payer processing time is <b>12 days</b> . Your peers in your state average <b>17 days</b> . <a href="#">[find out more]</a>			
Payer Group	Opportunity	Allowed % vs MCR Processing Time	90 Day Trend
Other Unassigned	<b>\$1,021,915</b>	71.1% 13.2 days	
BCBS	<b>\$562,214</b>	94.5% 9.8 days	
Humana	<b>\$35,266</b>	72.6% 11.9 days	
United Healthcare	<b>\$17,777</b>	86.2% 13.1 days	
Cigna	<b>\$5,963</b>	78.9% 12.0 days	

# Interactive

# Dashboard Summary



# Create Different Views & Filters



Click & drag to drill-down on your top 2 denied procedures



# Create Different Views & Filters

**GE Healthcare** | Welcome Jason | Inbox (78 new) | | Log Out

**InsightBoard™** | **Denials Overview** | [Make Selections](#) | [Clear All](#) | [Undo](#) | [Redo](#) | [Show Current Selections](#)

**Month Year:** Oct '12 | Nov '12 | Dec '12 | Jan '13 | **Service Line Status:** Downcode | Expected | Paid | Unexpected

**Dimension:**

- Payer Name
- Location Name
- Practice Name
- Practice Group Name
- Payer Name
- Payer Group Name
- Procedure
- Rendering Provider Name
- Rendering Provider Number
- Billing Provider Name
- Billing Provider Number
- Adjustment Code
- Reason Code

	Unexpect... Denial	Unexpected Denial Count	Total Billed	Expected Denial Rate	Expected Denial Count
	8%	3,556	\$3,413,203.84	6.8%	2,889
	0%	0	\$435.00	0.0%	0
	0%	0	\$312.00	0.0%	0
	0%	0	\$389.00	0.0%	0
	0%	0	\$1,301.00	0.0%	0
	0%	0	\$1,671.00	0.0%	0
	0%	0	\$2,057.90	0.0%	0
	2%	1	\$3,421.00	0.0%	0
	2%	9	\$26,920.60	0.5%	2
	3%	25	\$89,262.10	0.0%	0
	5%	600	\$399,205.65	0.5%	60
	5%	150	\$204,648.50	1.4%	45
	4%	21	\$56,073.12	2.7%	16
SENTARA HEALTH PLANS, INC.	6%	14	\$14,755.00	0.0%	0
CIGNA HEALTH AND LIFE INSURA...	3%	1	\$1,716.00	3.3%	1
MEDICARE SERVICE CENTER	7%	101	\$159,405.44	0.3%	4
CAREFIRST BLUECHOICE	7%	10	\$7,226.50	0.0%	0
TRAILBLAZER HEALTH ENTERPRI...	6%	77	\$55,768.00	1.5%	18
REGENCE BLUESHIELD	11%	2	\$838.00	0.0%	0
ANTHEM HEALTH PLANS OF VIRGI...	2%	18	\$62,250.00	9.4%	95
REGENCE BLUESHIELD OF IDAHO	9%	44	\$31,788.00	2.7%	13
UNITED HEALTHCARE INSURANC...	8%	376	\$482,314.24	4.2%	193
WISCONSIN PHYSICIANS SERVICE	12%	727	\$766,555.93	0.8%	49
PALMETTO GBA	6%	65	\$57,129.00	7.9%	85
TRICARE TDFIC	0%	0	\$1,990.00	14.3%	5
BCN SERVICE COMPANY	0%	0	\$1,955.02	16.7%	2
COVENTRY HEALTHCARE OF IOW...	19%	10	\$4,288.80	0.0%	0
RURAL CARRIER BENEFIT PLAN	0%	0	\$207.00	20.0%	1

# Create Different Views & Filters

GE Healthcare

Welcome Jason | Inbox (78 new) | | Log Out

InsightBoard™ **Service Line Detail** Make Selections Clear All Undo Redo [Show Current Selections](#)

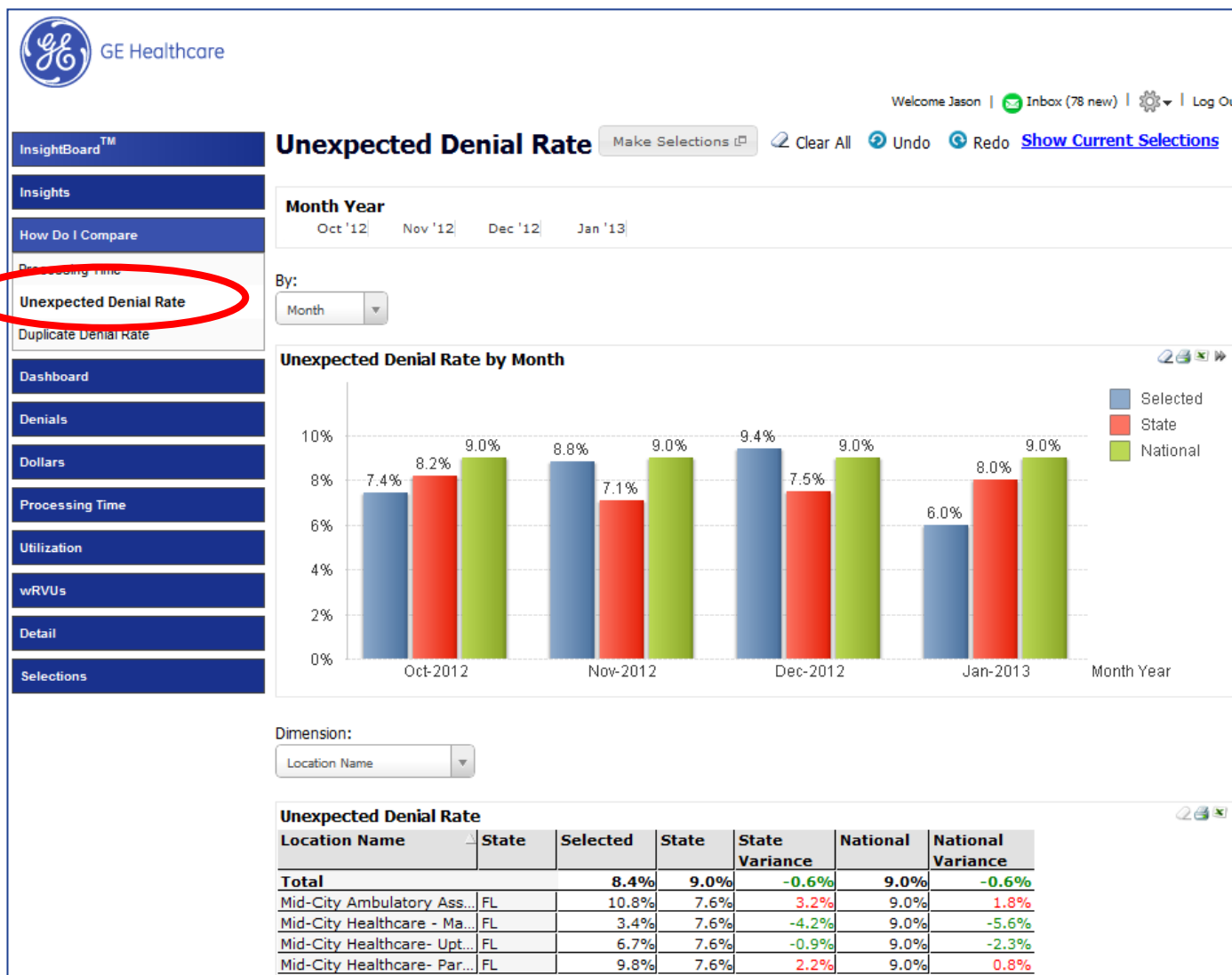
**Month Year** Oct '12 | Nov '12 | Dec '12 | Jan '13 **Service Line Status** Downcode Expected Paid Unexpected

**Service Line Detail**

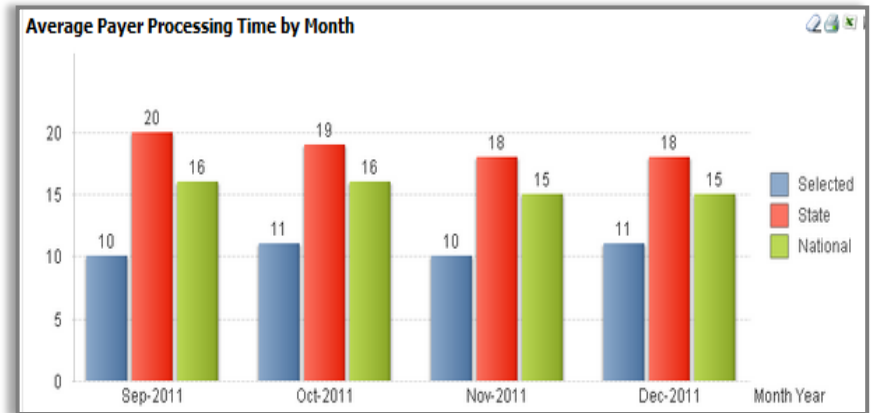
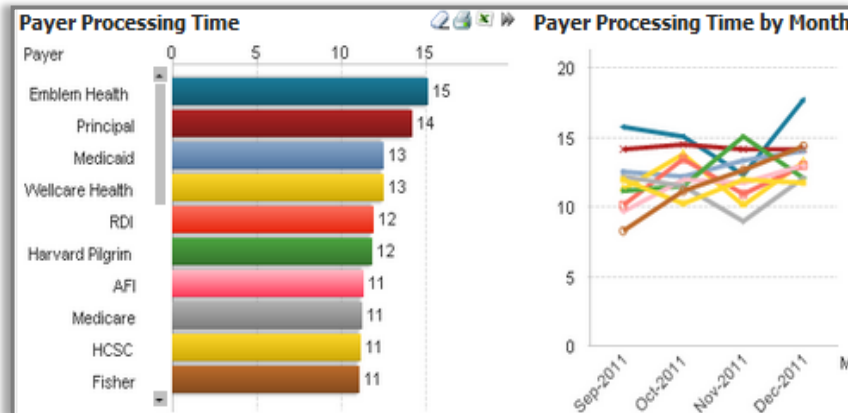
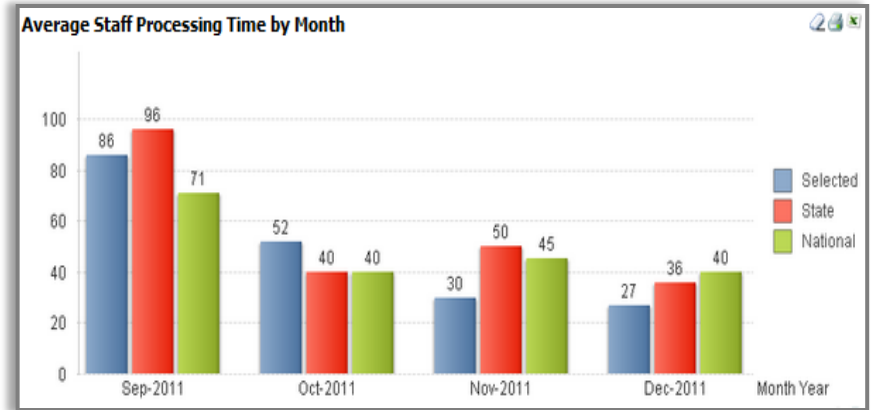
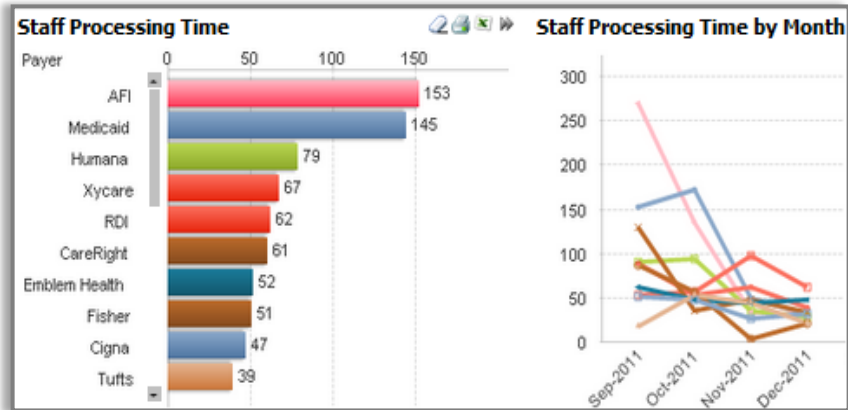
Adj Code	Proc	Modifiers	Remark Codes	Check Date	Date of Service	Patient	Total Billed	To
							<b>\$3,413,203.84</b>	<b>\$1</b>
PR97	84702		N19	10/15/2012	10/1/2012	Patient 5DC7D	\$15.00	
OA187	92014			10/15/2012	10/5/2012	Patient B794E	\$160.00	
OA187	92015			10/15/2012	10/5/2012	Patient 7BFAC	\$35.00	
OA187	92133	RT		10/15/2012	10/5/2012	Patient 72123	\$90.00	
OA187	92133	LT		10/15/2012	10/5/2012	Patient 75762	\$90.00	
OA165	94010			10/15/2012	9/21/2012	Patient 017FD	\$65.00	
OA165	95004			10/15/2012	9/21/2012	Patient CBD27	\$395.60	
OA165	95115			10/15/2012	9/26/2012	Patient 99139	\$18.00	
OA165	95165			10/15/2012	9/25/2012	Patient 7EA3C	\$71.00	
OA165	99204	25		10/15/2012	9/21/2012	Patient 90B5F	\$235.00	
OA165	99213			10/15/2012	9/26/2012	Patient A93E5	\$102.00	
OA125	95004		MA130	10/15/2012	10/3/2012	Patient 85EF2	\$25.80	
OA125	99243		MA130	10/15/2012	9/27/2012	Patient 2E8EA	\$175.00	
OA23	G0180		N23	10/15/2012	8/4/2012	Patient 570E3	\$167.00	
OA23	11042			10/15/2012	9/21/2012	Patient 19B28	\$195.00	
OA23	11042		N23	10/15/2012	9/21/2012	Patient 651A2	\$195.00	
OA23	99214		N23	10/15/2012	9/20/2012	Patient 261FD	\$330.00	
OA23	99214	25	N23	10/15/2012	9/21/2012	Patient A8533	\$330.00	
OA23	99214	25		10/15/2012	9/21/2012	Patient F3D7E	\$330.00	
OA23	99214		N23	10/15/2012	9/24/2012	Patient 49A1C	\$330.00	
OA18	36415			10/15/2012	9/27/2012	Patient 8A35A	\$15.00	
OA18	84702			10/15/2012	9/27/2012	Patient C30BB	\$38.00	
No Cod...	84702			10/15/2012	10/1/2012	Patient 0AACB	\$38.00	
COA1	92133	LT	MA02	10/15/2012	10/4/2012	Patient 7C070	\$90.00	
COA1	92133	LT	MA02	10/15/2012	10/5/2012	Patient 32140	\$90.00	
COA1	92133	LT	MA02	10/15/2012	10/8/2012	Patient 0A0DD	\$90.00	
CO109	92015			10/15/2012	10/9/2012	Patient 8241D	\$35.00	

# Comparative

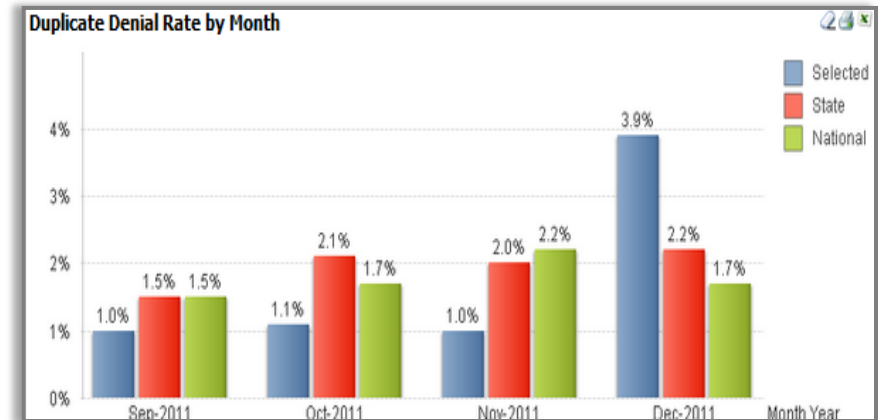
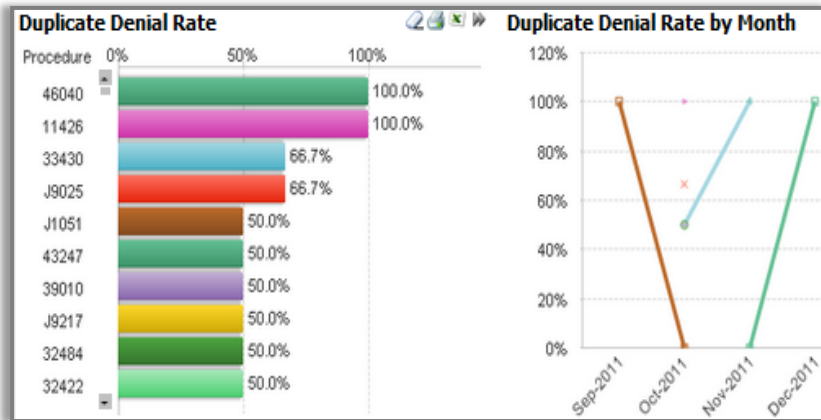
# How Do I Compare? - Unexpected Denials



# Additional Peer Comparisons



# Additional Peer Comparisons



# Proactive

# Monitor Metrics That Matter to You





GE Healthcare

Insights

-  Duplicate Denial Rate [Review](#)
-  Payer Processing Time - Top 10 Paid [Review](#)
-  Payer Processing Time for my top 10 codes for my top payer [Review](#)
-  Staff Processing Time - All Locations - All Codes - All Payer [Review](#)
-  Total Processing Time - Top 10 Paid - ALL Payers [Review](#)
-  Unexpected Denial Rate - Relative to State Peers [Review](#)





Thank you!

Want to learn more?

[www.gehealthcare.com/reimbursementanalytics](http://www.gehealthcare.com/reimbursementanalytics)