

Bill Analyzer

The demands of the Outpatient Prospective Payment System (OPPS) and Ambulatory Payment Classifications (APC) have forced hospitals to more closely scrutinize their outpatient claims data, which has grown more complex over time. Outdated manual charge-capture forms, as well as coding conflicts and inaccuracies, lead to revenue leakage if claim problems go undetected. These coding errors not only hurt financial performance, they put hospitals at risk of serious penalties due to non-compliance.

Intelligent claim and coding review

Craneware's Bill Analyzer optimizes visibility into billing data to help improve charge capture processes, identify potentially missed revenue opportunities, and produce cleaner, more compliant claims. Bill Analyzer automates reviewing for completeness, accuracy and patterns of charging behavior. Patterns of behavior function as red flags to auditors, so it is critical that these patterns be addressed in order to maintain compliance. Pattern identification also pinpoints where problem behaviors are occurring in organizational processes, so that they can be proactively addressed at their source, rather than paying staff and scrubbers to correct the same errors repeatedly. Bill Analyzer also identifies opportunities to capture potentially missed revenue. These are the revenue opportunities that you currently can't see you're missing until you achieve the visibility into billing data that Bill Analyzer provides. Once coded data from the chargemaster is merged together for final billing, Bill Analyzer reviews individual claims using Centers

for Medicare & Medicaid Services (CMS) regulations, Correct Coding Initiative (CCI) bundling edits, Outpatient Code Editor (OCE) inconsistencies, and other user-defined edits. Bill Analyzer categorizes areas of risk, highlighting claims at risk for under- and over billing as well as other errors.

Identify root causes and behavior patterns

The system helps you uncover root causes behind missed charge-capture opportunities and coding errors. Through years of research, Craneware has developed proprietary pattern recognition logic that is cross-referenced with more than 58 million related claims and updated annually when the Outpatient Analytical file is released. All other issue types are updated as information is released from CMS. Your staff can easily sort items by probabilities, estimate the possible impact on revenues, focus on claims that have the greatest potential, set up payer-specific rules, and select which fee schedules are used by Bill Analyzer.



"We found \$80,000 of revenue associated with one HCPCS code in our very first experience using Bill Analyzer."

Terri Rinker
Community Hospital Anderson
Anderson, Ind.

The unique, innovative data management logic behind Bill Analyzer provides a wealth of information to help ensure accurate, compliant claims while identifying causal trends and issues that lead to lost revenue. It gives you the ability to focus on true problem trend patterns and not become distracted by false positives in error identification. Bill Analyzer offers the flexibility to monitor vital data at any point in your organization's workflow. From the completed coding process, to pre-billing and post-billing, Bill Analyzer identifies a wide range of data problems, trends them, and allows your organization to achieve the visibility required to identify, address and prevent revenue leakage.

- **Issue Types** – Bill Analyzer analyzes claims data from 10 unique perspectives called issue types. These issue types are based on coding, regulatory, and care delivery issues. In addition to presenting the individual claim detail, Bill Analyzer can sort and filter data by the standard issue types to assist clients in focusing on their highest areas of financial and compliance risk.
- **Annual Audits** – As an annual review and auditing tool, the system reviews historical claims data for error trends. Based on the results, you can proactively submit corrections, resolve

underlying sources of claim errors, and identify the source of charge capture discrepancies. All work to improve your organization's financial performance.

- **Coding Resources** – Bill Analyzer contains the same coding resources as Craneware's Chargemaster Toolkit®, which puts the latest coding compliance information at your fingertips, so you can resolve problems as soon as they are identified.
- **Customization** – With Bill Analyzer, users can customize edits that identify issues specific to their facility. The user can set up payer-specific rules, as well as control fee schedules used for calculation and revenue impact.
- **Reporting** – Bill Analyzer provides flexibility in reporting by allowing users to access standard reports or to generate data exports to create long-term trending reports.

An integrated solution

Because maintaining a solid chargemaster is vital, Bill Analyzer reconciles data within your chargemaster through Craneware's Chargemaster Toolkit®. Bill Analyzer, when used in conjunction with Craneware's Online Reference Toolkit®, delivers maximum efficiency, making powerful resources and references available instantly at the desktop. Together, these Craneware Revenue Integrity Solutions™ help your

organization optimize reimbursement, increase operational efficiency and minimize compliance risk.

Charge Capture Performance Improvement Services

Perhaps the most difficult challenge and greatest opportunity for revenue enhancement lies within charge capture processes. Craneware's Bill Analyzer gives you immediate and ongoing feedback on charge capture performance, flagging lost charges and reporting compliance risks. Craneware Professional Services provides an analytical review of initial Bill Analyzer data, a summary of findings and identification of the areas of highest financial risk. Along with an onsite evaluation of the root causes of missing charges, Craneware Professional Services creates an action plan based on findings and a customized process to improve charge capture that avoids additional staff resources, while implementing an expedited learning curve, so your healthcare organization can have a sustainable process for continued charge capture improvement.

Call 1-877-624-2792 or email sales@craneware.com to learn more about how Craneware can help you optimize reimbursement, increase operational efficiency and minimize compliance risk within your organization.

About Craneware

Craneware (AIM:CRW.L) is the leader in automated revenue integrity solutions that improve financial performance for healthcare organizations. Craneware's market-driven SaaS solutions help hospitals and other healthcare providers more effectively price, charge and code for services and supplies associated with patient care. This optimizes reimbursement, increases operational efficiency and minimizes compliance risk. By partnering with Craneware, clients achieve the visibility required to identify, address and prevent revenue leakage. To learn more, visit craneware.com.



Craneware's Chargemaster Toolkit® is ranked No. 1 in the Revenue Cycle - Chargemaster Management market category in the "Top 20 Best in KLAS Awards" report, published December 2009. www.KLASresearch.com. Data © 2009 KLAS Enterprises, LLC. All rights reserved..



Healthcare Financial Management Association staff and volunteers determined that Craneware's Chargemaster Toolkit®, Chargemaster Corporate Toolkit®, Bill Analyzer, Online Reference Toolkit®, and Interface Scripting Module have met specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guarantee the use of these products.



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