

# Chargemaster Toolkit®

It's no surprise most claim denials and reimbursement delays result from charging and coding issues. Independent research confirms more than 64% of hospitals still use error-prone manual processes or consultants to update their chargemaster. And, over 95% of operational department managers only review their complete chargemaster with finance to ensure all provided services are billed — either annually or as driven by a specific event. By not following industry accepted best practices, revenue leakage occurs and charging errors also put hospitals at risk of serious non-compliance penalties.

With continually changing charging and coding regulations, even the most dedicated staff can't be accurate without the right tools. When it comes to managing accurate, compliant revenue processes, automating chargemaster maintenance is central to improving financial performance. The first to develop and market software for effective chargemaster management, Craneware is the industry leader. More than 1,000 hospitals and healthcare providers use Chargemaster Toolkit® to optimize reimbursement, increase operational efficiency and minimize compliance risk

Combining both PC- and Web-based software, Chargemaster Toolkit offers unique, powerful features that help you strategically manage your revenue workflow. From facilitating effective collaboration among clinical and financial staff for managing procedure codes and modifiers, to accurately using fee schedules from multiple payers, Chargemaster Toolkit empowers staff to manage flagged exceptions to industry best practices. Simply put, Chargemaster Toolkit helps providers most effectively price, charge and code for patient care.

## **A better, more comprehensive way to manage the chargemaster**

With Chargemaster Toolkit, you can manage creation and modification of charge line items for all departments. Managers see the immediate impact of every change, the potential issues each may create, and how to correct such problems. Chargemaster Toolkit automates the process of reviewing line items, flagging potential problems before they occur. The system's components communicate with each other, ensuring reconciliation between chargemaster files and billing systems.

## **Effective workflow, collaboration and accountability**

The customizable workflow module in Chargemaster Toolkit lets clients build a system of requests and approvals that matches their individual change control processes. Designed to facilitate collaboration between clinical and financial staff, the system tracks interdepartmental routing, approvals and communication with embedded audit trails and memos. Craneware helps your ancillary care, financial and clinical departments work together more effectively.



## **A powerful tool for pricing analysis**

With Chargemaster Toolkit, you can model the impact of price changes and make comparisons against other facilities. The solution lets you import a wide variety of data fields into the core data templates, supporting your analyses of various costs, pricing, multiple payer, or other pricing information related to your chargemaster.

## **Current regulatory, coding and compliance data**

Chargemaster Toolkit continuously delivers automated updates to the desktop, incorporating the latest regulatory, coding and compliance edits directly to the chargemaster. These updates, together with historical audit trails, strengthen your ability to maintain ongoing compliance.

## **Flexible, built-in reporting tools**

Craneware Toolkit offers 20 different standard reports, and lets users create their own custom reports. Our wizard-driven custom reporting tool supports flexible reporting on standard data elements and virtually limitless user-defined fields. Craneware offers

extensive data export functionality, so users can easily view their data in third-party spreadsheet or database tools. With Chargemaster Toolkit, managers are not dependent on consultants or outside experts for custom reports.

### Full security and control

Craneware protects sensitive chargemaster data by applying changes locally, never sending provider data outside the enterprise firewall. Chargemaster Toolkit maintains detailed, active audit trails. The system accommodates multiple levels of access for more controlled or decentralized processes.

### Extended functionality

- Online Reference Toolkit® provides comprehensive clinical, coding, financial and regulatory reference resources at your fingertips. An integrated part of Chargemaster Toolkit, it provides easy, Internet-based search of: medical necessity, LCD/NCD, CCI edits, Medicare regulatory bulletins, NDC information, narrative and numerous CPT® and ICD-9 code references.
- CPT® Assistant can be fully integrated in Online Reference Toolkit and offers great value — a low price with superior service and support.
- Craneware Insights deliver ongoing regulatory and coding update summaries by email, customizable by department.
- The optional Interface Scripting Module can be used for direct, automatic upload into your patient financial system without tedious manual data entry.

- You can incorporate charge creation and capture for additional payments that cover pharmacy, supplies, blood products and other specialty areas.
- Other functionalities include: comparative pricing, fee schedules, linked code analysis, modifier management, and best practice guidance in chargemaster development.

### Extensive training and support resources

Not only has Craneware created the best chargemaster management solution, we've also built the best training and support resources to ensure effective use and desired results. These include weekly educational Webinars, the online Craneware Performance Center, and regional User Group meetings. Craneware solutions help ensure that you benefit from the industry's best practices and most current information to strengthen your financial performance.

Craneware Professional Services help hospitals ensure best practices and processes are in place to efficiently achieve optimal return-on-investment and sustainable benefits from using the software. Through Craneware's Chargemaster Maintenance Process Assessment, Design and Implementation, Professional Services can help your organization define, document and implement decision-making protocols that engage key stakeholders in a well controlled, defensible chargemaster maintenance process. With the

Chargemaster Quality Review and Education service, our experts will serve as temporary resources to help your organization optimize the chargemaster process. Through this service, your organization will benefit from our industry-wide experience with ensuring quality project management through leadership, process design and training.

Call 1-877-624-2792 or email [sales@craneware.com](mailto: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](http://craneware.com).

CPT® is a registered trademark of the American Medical Association



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](http://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.



Email: [sales@craneware.com](mailto:sales@craneware.com)

Toll-free: 1-877-624-2792

[craneware.com](http://craneware.com)