

# Supplies ChargeLink™

Financial and materials managers know that their hospitals are not receiving all the reimbursement for chargeable supplies that's rightfully theirs. Why is this? Not all supply charges are captured and billed correctly because the revenue leakage between supply spend and billing seemed impossible to identify, much less control. That is, until now.



## Optimizing Reimbursement

Craneware's Supplies ChargeLink™ is powerful new software that closes the gaps preventing optimal reimbursement for chargeable supplies. It helps hospitals better manage costs, monitor internal pricing policies, and recover more revenues to which they are entitled.

Hospitals can achieve sustainable financial performance improvement by establishing and maintaining an unbroken link between their item master, supply purchases, and the chargemaster. Supplies ChargeLink does all that, and optimizes reimbursement by:

- Identifying supplies that cost more than the hospital is reimbursed
- Identifying chargeable supplies that are missing from the chargemaster
- Identifying sources of potentially lost charges by comparing purchased quantities to the quantities billed

Supplies ChargeLink repairs the missing or incorrect data that exists between a hospital's item master and its chargemaster. For example, supply costs constantly change, making it difficult for the chargemaster to contain current pricing. And, it's very common for chargeable supplies to be altogether absent from the chargemaster. This can be because new supply items are not always entered into the chargemaster. Or it may arise when a vendor brings an implant item into the operating room; the surgeon implants it, and the charge nurse has no record of the item for the intraoperative documentation. So, the manufacturer number, the description, and the codes must be manually documented on the spot or they'll be missed. And – after the fact – the purchasing department has to research the cost of a codable item that is now out and about in a patient's knee.

With Supplies ChargeLink, your item master and chargemaster connect, so

you can **effectively price, charge and code chargeable supplies**. The software identifies problems, so that you can focus on managing flagged exceptions to your best practices, rather than poring over tens of thousands of data lines. When you discover lost charges for a particular supply item, a natural question is, "Where is this happening?" Is it the operating room? The cath lab? Floor 2 North? Supplies ChargeLink helps you isolate root causes of problems it finds. By tracking activity at the department level, Supplies ChargeLink tells you precisely where to address the cause.

## Increasing Operational Efficiency

If your hospital is like most, you manually coordinate supply chain, charge capture and billing processes. Your tools are spreadsheets, CMS manuals and logbooks. Your materials and chargemaster staffs continuously phone each other. But despite all that time and effort, errors still occur that require

painstaking rework. Supplies ChargeLink frees you from those burdens, so that you and your staff can focus on analysis and process improvement. With Supplies ChargeLink, you will readily:

- Update chargemaster items when the acquisition costs of supply items change
- Identify chargemaster items that are missing CPT/HCPCS codes, revenue codes, descriptions and fee schedules — and view the correct codes on-screen
- Create a chargemaster item when an item is added to the item master

### **Automating Workflow**

Supplies ChargeLink goes beyond finding problems. It automates their repair. The software includes a change request workflow that supports automatic submission of updates for review and approval. Change requests link to Craneware's Chargemaster Toolkit® or other chargemaster management software. The Change Request Manager tool then tracks accepted, rejected and currently outstanding change requests.

### **Easy Reporting**

The standard filters built into Supplies ChargeLink make it easy to report the results of your data analysis: simply export them to a standard file format. You can also easily create your own tailored reports by customizing filters and exporting the results. What's more,

you can save your custom filters and share them with your coworkers. And, if you want to show the data as graphs instead of tables, the built-in Decision Dashboard® tool does that for you.

### **Minimizing Compliance Risk**

In addition to helping you keep your chargemaster compliant, Supplies ChargeLink mitigates risk by helping you police your pricing. The software's Pricing Policy Manager identifies charges that do not comply with your pricing policies. You can make necessary changes before errors become a financial or compliance liability.

### **Supplies ChargeLink™ Implementation**

The Craneware Business Solutions Group provides a companion implementation service for Supplies ChargeLink. It helps ensure that best practices and processes are in place to achieve a successful implementation, support a quick return on investment, and provide sustainable benefits from using the software. Every engagement includes these elements:

- Review of the previous 12 months of supplies purchase history and the chargemaster's supplies data for reimbursable supplies
- Onsite data review with the materials management and chargemaster departments
- Design of a custom business process for the most effective use of Supplies ChargeLink

- Interim reports and a final report that include analysis of high-risk areas and trend graphs
- Onsite user training

### **Craneware: Vendor of Choice**

Supplies ChargeLink comes to you from Craneware, whose Chargemaster Toolkit® has been ranked No. 1 in the KLAS Revenue Cycle – Chargemaster Management category for more than three years running. You will enjoy the same industry expertise, service and support that have made that product the industry leader.

To further optimize your reimbursement, add Craneware's Bill Analyzer. Supplies ChargeLink helps ensure that guide wires, catheters and stents, for example, all appear correctly in your chargemaster. Bill Analyzer takes that a step further. When you submit claims for the procedures that involve those supplies, Bill Analyzer checks to make sure that they actually appear on your claims, when and where appropriate. And, to automate uploads of chargemaster changes to your patient accounting system, add Craneware's Interface Scripting Module. The assurance of HFMA Peer Review status applies to Chargemaster Toolkit, Bill Analyzer and Interface Scripting Module.

Call us at 877-624-2792 today to discuss how Supplies ChargeLink can strengthen your hospital's revenue integrity initiatives.



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 2008. [www.KLASresearch.com](http://www.KLASresearch.com). Data © 2008 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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