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OF HEALTHCARE  
TRANSFORMED

# Parallon Business Performance Group

National Medicare RAC Summit  
Audit Experiences Across a Multi-Hospital,  
Multi-State System

Jason Haley

November 8, 2011



The screenshot shows the HCA website homepage. At the top left is the HCA logo with the tagline "Hospital Corporation of America". To the right are social media icons for Twitter and YouTube, followed by "Locate a Facility" and "Contact Us" links, and a search bar labeled "search site". Below this is a horizontal navigation bar with links for "About Our Company", "Career Opportunities", "Corporate Governance", and "Investor Relations". The main content area features a large photograph of a surgical team in an operating room. Overlaid on the right side of the photo is a vertical navigation menu with the following items: "Find a Physician", "Find a Facility", "Find a Career", "About Us", "Investor Relations", "News", and "Pricing & Financial Information". At the bottom left of the photo, there is a caption: "Gwen Marquis, RN; and interventional radiology techs prepare patient." and a "Read More" button.



# Who is HCA?

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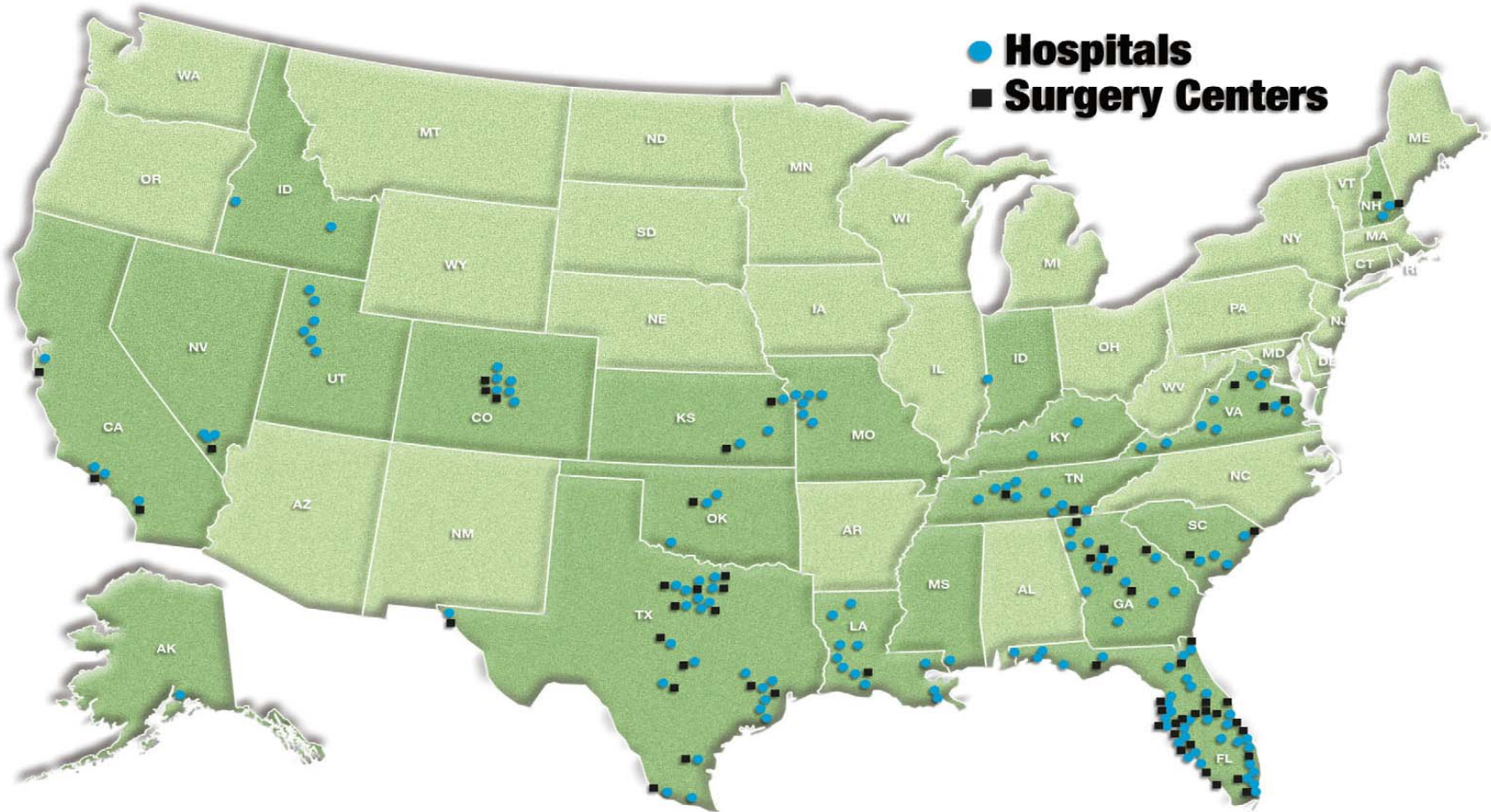
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- Founded in 1968 in Nashville, TN
- Publically traded (tkr: NYSE HCA)
- 164 hospitals
- 106 surgery centers
- 20 states
- Great Britain



# Where is HCA?

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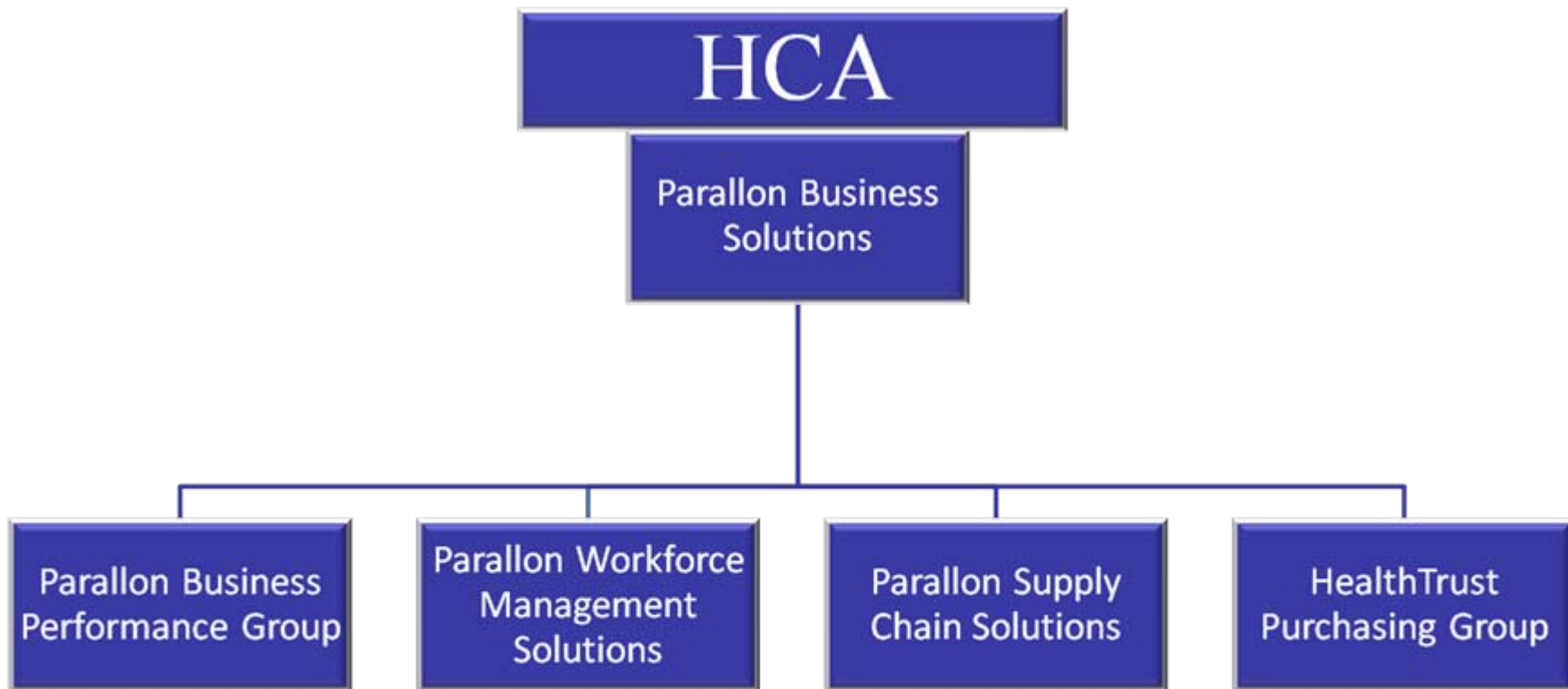
*Parallon Business Solutions is a new wholly owned subsidiary of HCA that offers healthcare providers a complete range of industry-leading business services. The creation of the new subsidiary was announced in February 2011. Parallon has been providing services to HCA facilities for years, and is now offering these services to non-HCA customers.*

[Parallon.net](http://Parallon.net)



# Who is Parallon?

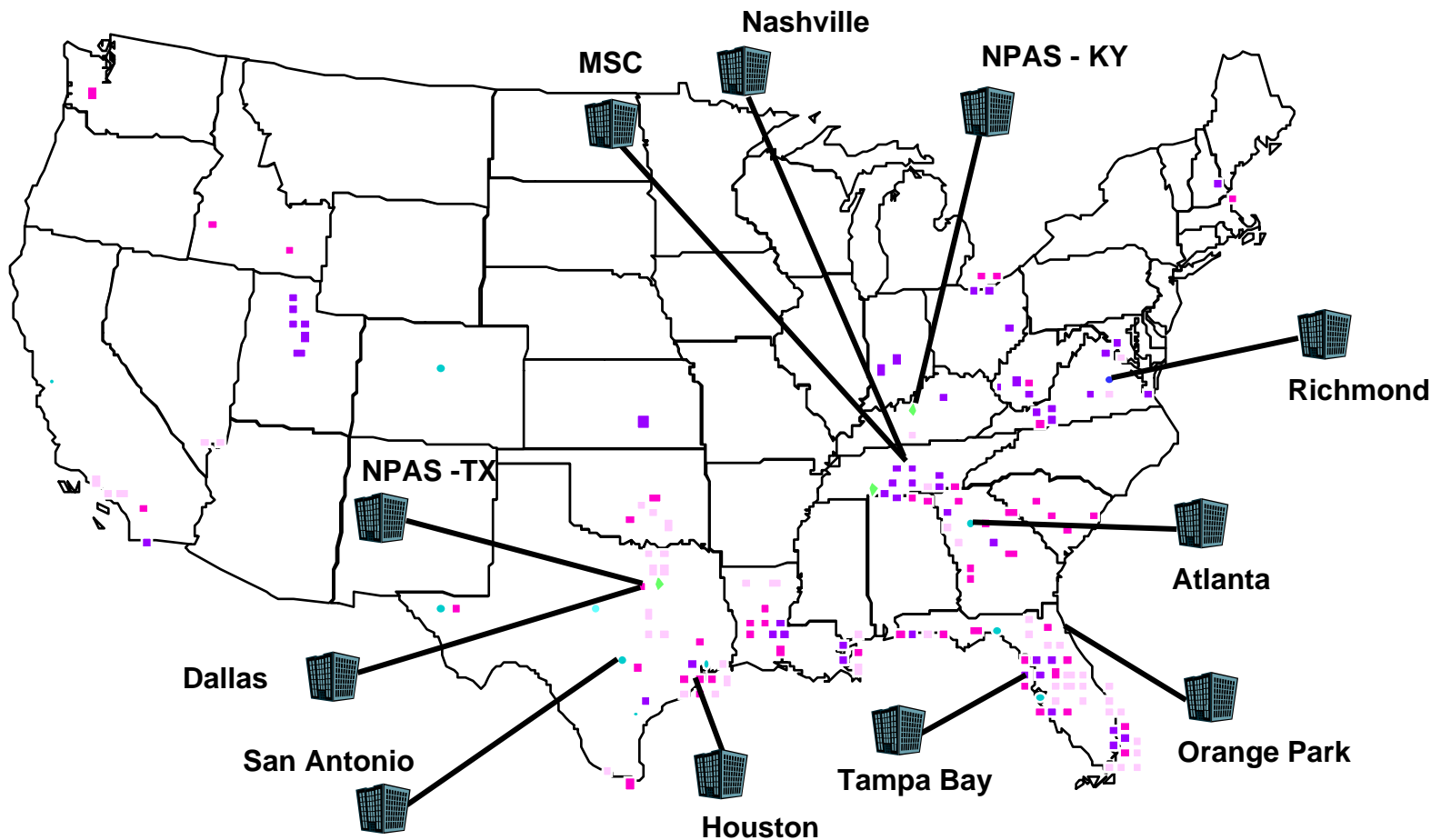
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# Business Performance Group

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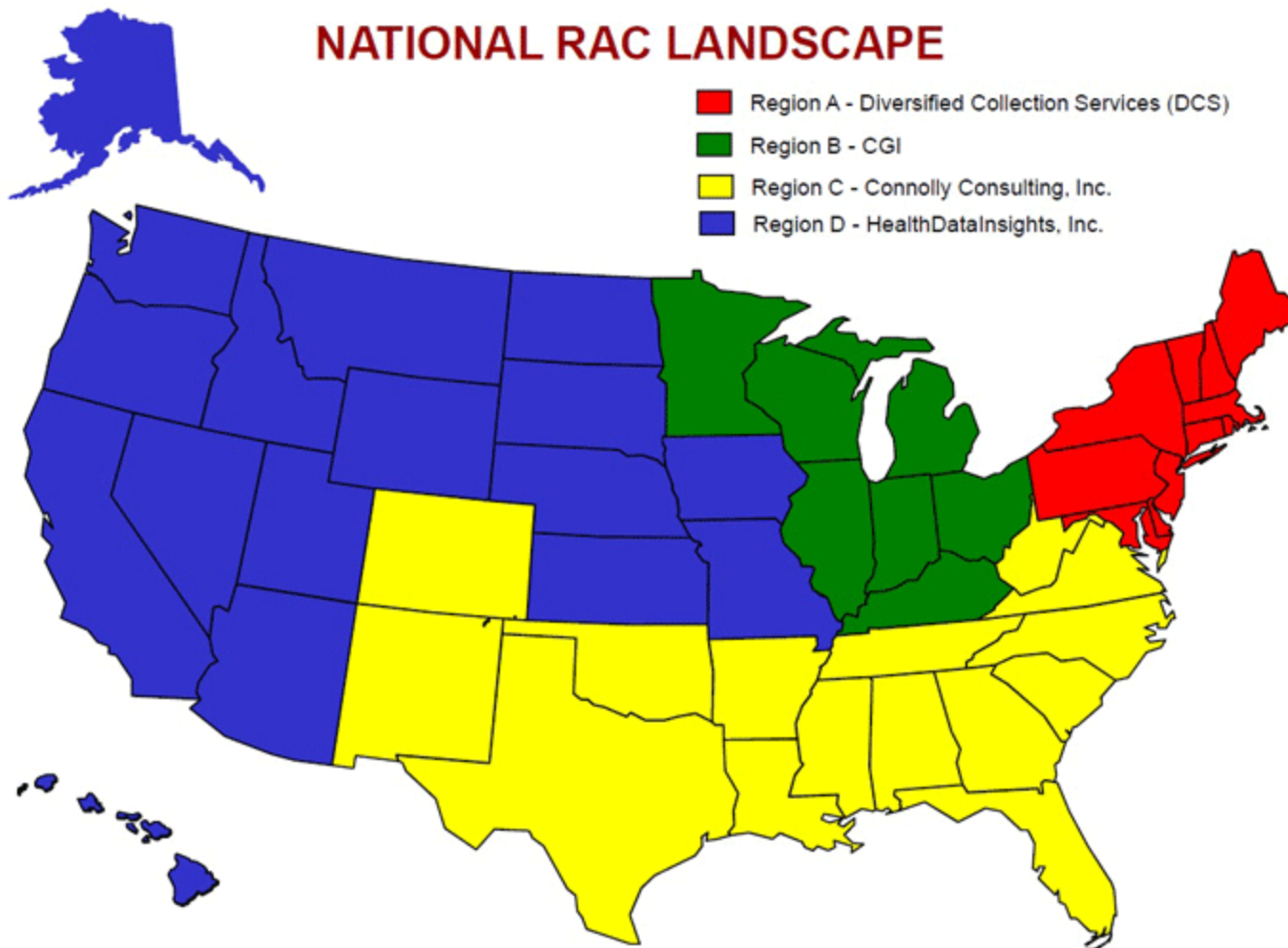


- 8 Shared Service Centers (SSCs)
- 2 Self Pay/Small Balance Insurance Collection Centers (NPAS)
- 1 Medicare Service Center (MSC)



# RAC Map

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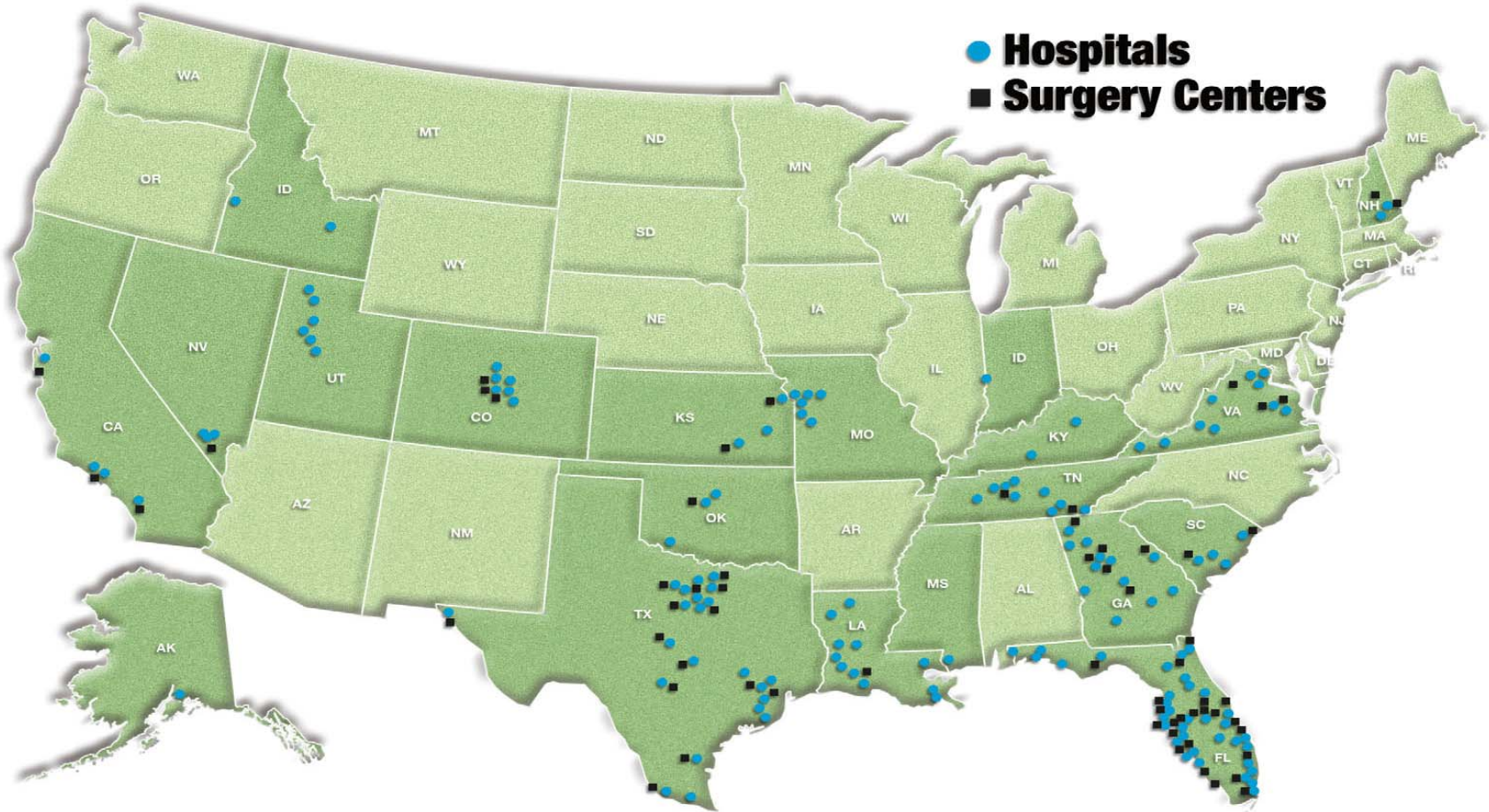


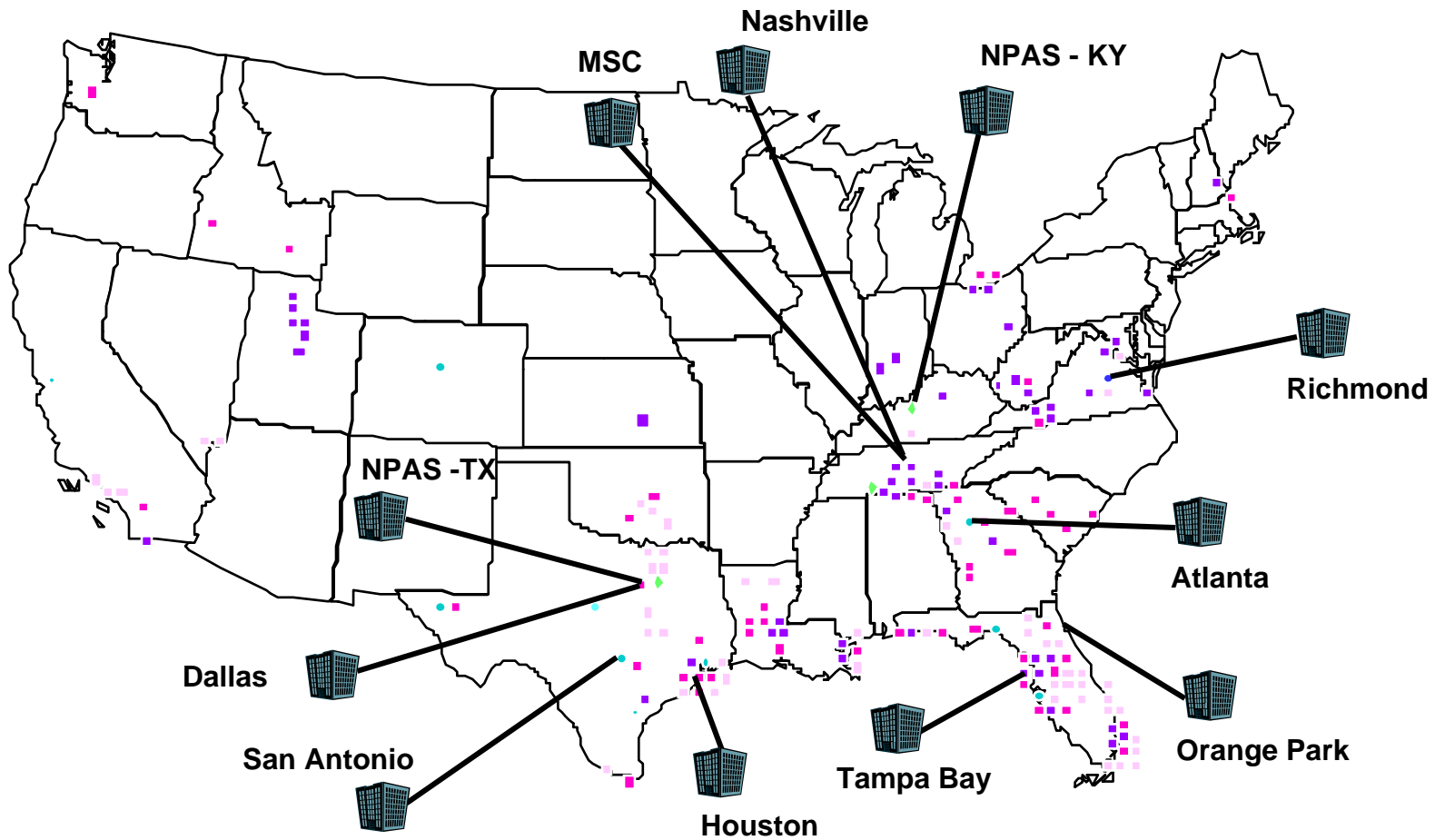




# Where is HCA?

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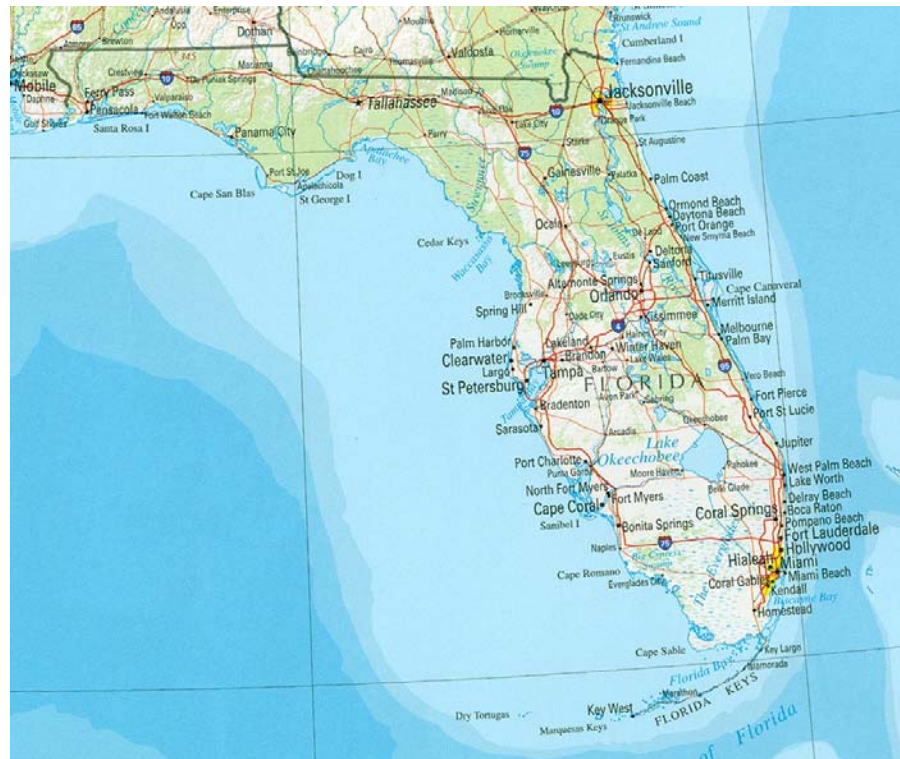
- 8 Shared Service Centers (SSCs)
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# RAC Centers

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- 2 RAC Centers
  - Tampa Florida
  - Orange Park Florida





# RAC Centers

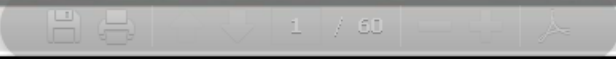
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- Roles of the RAC Centers
  - Answer requests (e.g. Medical Records)
  - Process Appeals based on workflow
  - Update tool accordingly
  
- Management of RAC Centers
  - Corporate RAC Manager
  - RAC Center Team Leads
  - RAC Staff
  - Quarterly OR with Executive Management



# Regulatory Review Tool (RRT) User's Guide





- Development of the Regulatory Review Tool (RRT)
  - Developed with an outside consulting firm
  - Database
  - Workflow
  - Data Monitoring
  - Reporting
  - Tool to Manage Requests





# RRT Reports

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- Open Inventory
- Trended Inventory
- Status Report
- Status Breakdown
- Summary Alert



# RRT Reports

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http://fsp.hcaqa.corpadqa.net/Genreport.aspx?ReportType=4&test=08-08-2008&Redirect=no - Microsoft Internet Explorer

**HCA RRT RAC Reports** [Return to Reports Selector Screen](#) [Retrieve Data](#) EEXAR568 Ver 1.0

Hospital Only   
  HCA + Non-HCA Shared Services   
  Non-HCA Shared Services  
 HCA Shared Services   
  Consolidated Services

Organization: **HCA Shared Services**   
 Report Month: **Jun-2011**

[Status Groupings](#)    [Maintenance Screen](#)

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*Data is as of yesterday*

**Dollars**     On     Off    **Determination Reason**    **RRT Status**    **Hospital DRG**

**Dollars at Risk**    **All**    **All**    **All**

**Open Inventory**

■ \$ Ending RAC   
 ■ \$ New RAC   
 ▲ # Ending RAC   
 ▲ # New RAC

**Dollars**    **Determination Reason**    **RRT Status**    **Hospital DRG**

**Net Reimbursement Review**    **All**    **All**    **All**

**RAC Summary**

Open Accounts     Dollars  
 Closed Accounts     Count  
 All

Show Legend     Hide Legend

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*Data is as of yesterday*

**Dollars**    **Determination Reason**    **RRT Status**    **Hospital DRG**

**Net Reimbursement Review**    **All**    **All**    **All**

**RAC Status**

Unworked Request    Await RAC Result    RAC Denial    No Findings

*Data is as of yesterday*

**Dollars**    **Determination Reason**    **RRT Status**    **Hospital DRG**

**Net Reimbursement Review**    **All**    **All**    **All**

**RAC Denial Status Breakdown**

Pending Review    Pending Appeal    Await TB/Pt Adj    Final Denial OT    Final RAC Denial





# RRT Reports

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http://fsp.hcaqa.corpadqa.net/Genreport.aspx?ReportType=4&test=08-08-2008&Redirect=no - Microso

## HCA RRT RAC Reports

[Return to Reports](#)

- Hospital Only
- HCA + Non-HCA Shared Services
- Non-HCA Shared Services
- HCA Shared Services
- Consolidated Services

Organization

HCA Shared Services

Report Month

Jun-2011

Display as \$ 000's

Data is as of yesterday

Dollars

On  Off

Determination Reason

RRT Status

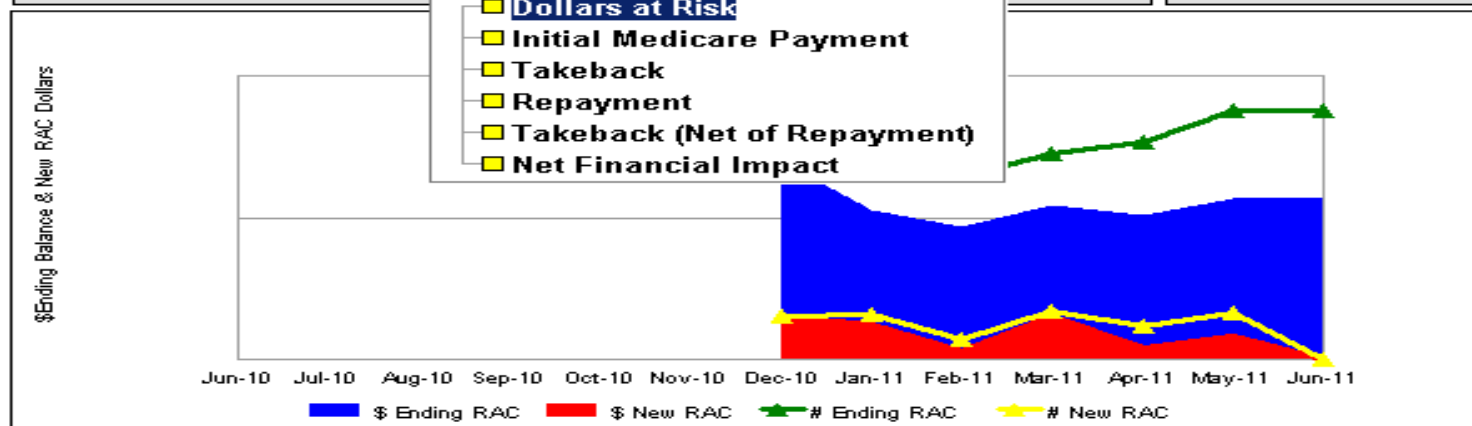
Hospital DRG

Dollars at Risk

All

All

All



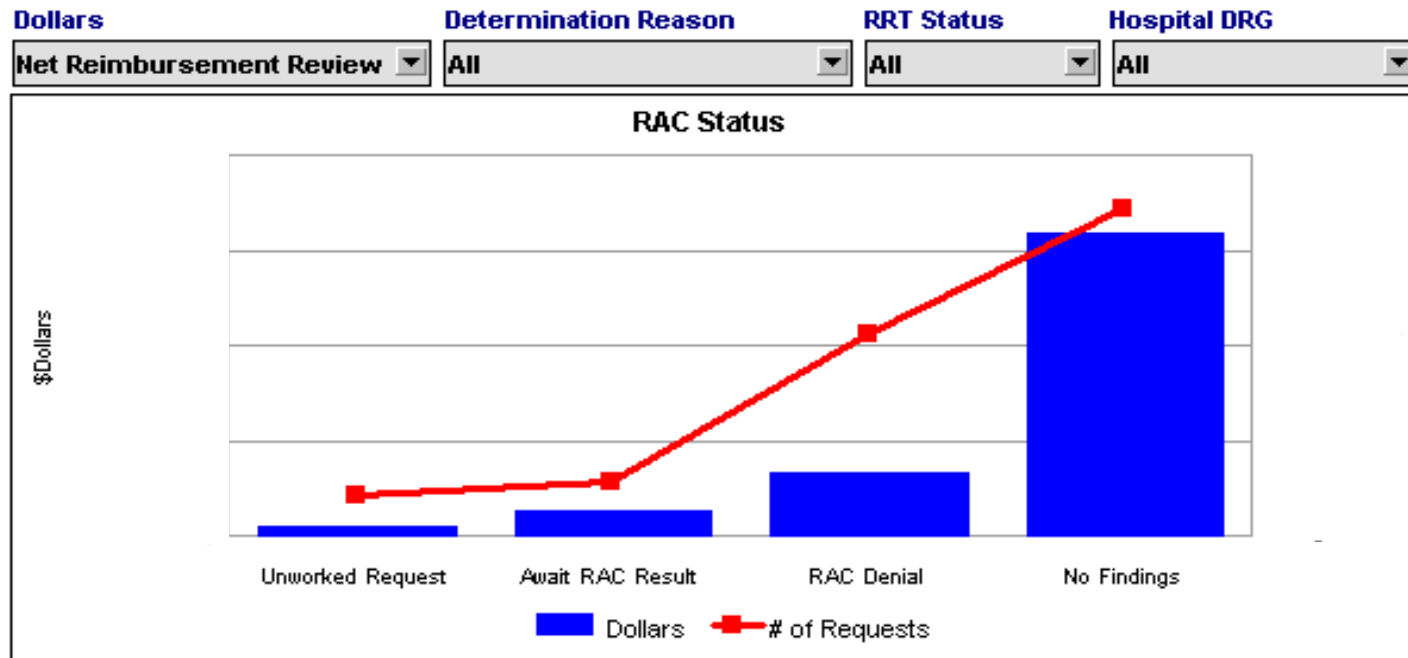
Data is as of yesterday



# RRT Reports

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Data is as of yesterday

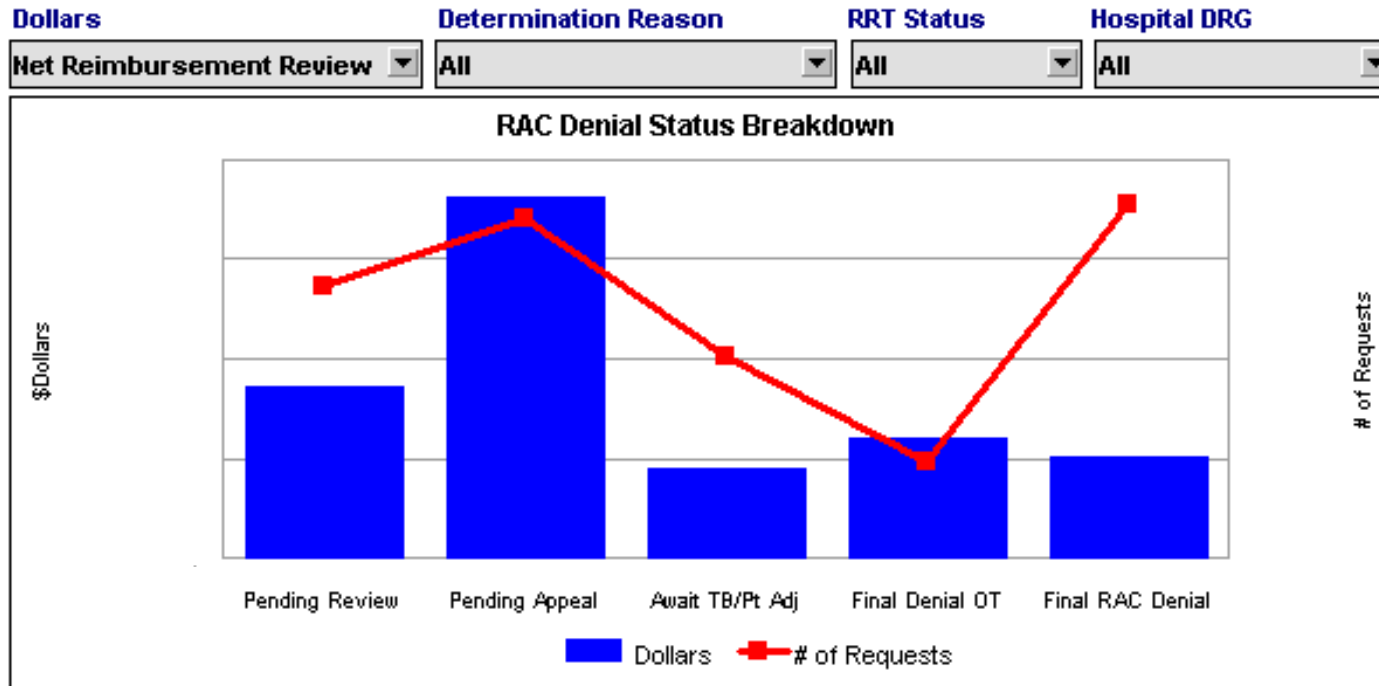




# RRT Reports

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Data is as of yesterday





## Summary Alert

### Key Activity



- Medical Records Not Sent
- FI/MAC Appeal Not Filed
- QIC Appeal Not Filed
- ALJ Appeal Not Filed
- DAB Appeal Not Filed
- US District Court Appeal Not Filed
- Takeback Logged and No RAC Notification Logged
- Takeback Logged and FI/MAC Appeal Not Filed



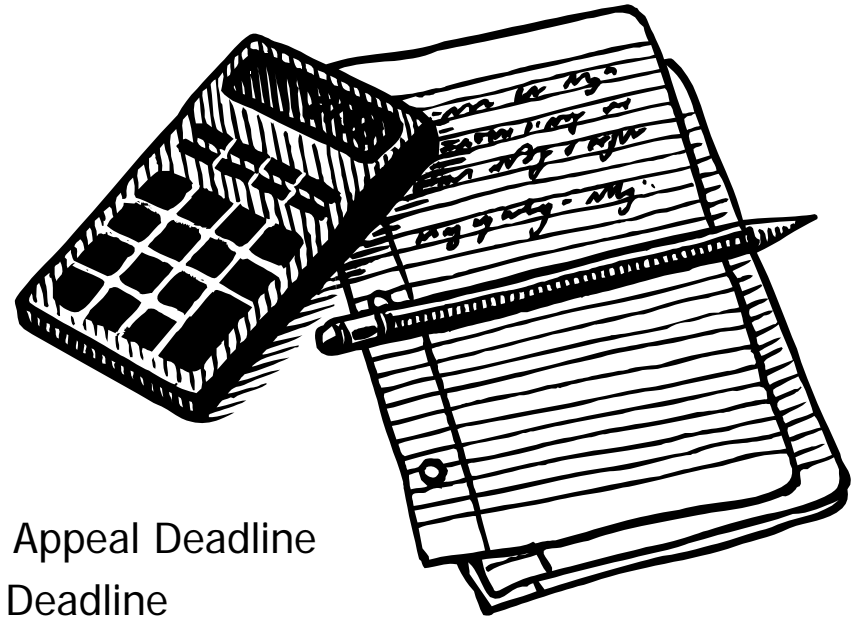
# Risks

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- Accuracy of Data
  - Dates
  - Dollars
  
- Timeliness of Appeals
  
- Accuracy of Reporting/Monitoring

- Proper Process at Facilities
  - Training
  - Access to RRT
  - Responsible Party
  
- Accurate Input of Data
  - Date of Demand Letter
  - Date Med Records Sent to RAC
  - FI MAC Appeal Deadline
  - Qualified Independent Contractor Appeal Deadline
  - Administrative Law Judge Appeal Deadline





# RAC Experiences

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## – Region A Diversified, and B CGI

- Very little activity

## – Region C Connolly

- Over 1/2 of our activity
- Overall very helpful, but answers can be too general
- Able to see status of requests on their site

## – Region D HDI

- Challenges getting questions answered
- Login issues into their portal – HDI has not been very responsive



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# Questions?

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