



## CASE STUDY

### Situation

The CFO at a large academic physician organization asked Hayes to work with them to find ways to limit their risk as well as reducing overpayments and underpayments. This initiative took on increased significance because of a stepped-up focus on fraud by the Office of Inspector General. The intensified oversight had already resulted in significant fines and legal expenses for others in the industry. A discussion with the director of billing compliance illuminated some of the organization's challenges:

- Lengthy audit preparation time
- Limited ability to monitor audit status and activity
- Inconsistent audit finding reports across auditors
- Scarce resources
- Lack of focus on corrective action

### Our Approach

After assessing several options, including one of which would be to hire more staff, the CFO and Director selected Hayes software solution MDaudit due to its ability to assist auditors throughout the entire audit process. MDaudit:

- Interfaces directly with the hospital's billing system, centralizing the data gathering process.
- Extracts prospective and retrospective charge data, automatically maintaining a risk-based audit schedule for all providers, generating and tracking refund/re-bill requests and amounts, and producing standard provider and management reports.
- Case samples are based on a flexible case profile defined by the auditor
- Compliance officers can configure the software to focus on specific procedures and areas they deemed most at risk.
- Staff is able to customize the software's weighted scoring system, online E&M worksheets, and the auto-generated provider recommendations.

### Results

MDaudit significantly improved the audit process with consistently positive feedback on the quality of the audit reports. Emerging trends can be pre-empted with corrective action. Management is also pleased to have immediate access to all audits, pending and completed. Poorly performing physicians are systematically receiving more attention, and new physicians are identified when they begin billing.

- Productivity improved immediately
- Cases audited more than tripled
- The number of physicians audited increased by 172%
- Risk areas are now identified more quickly
- Sample selection is more intelligent
- All billed services in a selected case are audited
- Standardized audit findings have resulted in consistency among auditors

### About Hayes

Hayes works with healthcare organizations to solve mission-critical operational challenges by providing services and software solutions that improve quality and efficiency with the ultimate goal of improving the patient experience.

