

RAC Comprehensive Services

**BREADTH
+ DEPTH™**



**BESLER
CONSULTING**

BESLER Consulting has developed a suite of comprehensive services to assist our clients in preparing for and responding to RAC audits.

RAC Operational Risk Assessment

Healthcare providers need to understand their operational risk areas in dealing with the RAC requests for records and the timeline for the appeals process, as well as identify other resources that may be required to manage the demands of the RAC contractors in an efficient and timely manner.

Our operational risk assessment focuses on those areas that will be most significantly impacted by the RAC:

- Health Information Management
- Case Management/Utilization Review
- Patient Accounting

Our multi-disciplinary team will assess these areas and make recommendations based on industry best practices and prepare these areas for the demands of the RAC.

In addition, the BESLER team will work with your RAC team to assist in:

- Developing training programs for your staff
- Developing a RAC response work flow
- Developing policies and procedures for indentifying and pursuing RAC appeals

Recoupment Risk Assessment (MOCK RAC Review)

Healthcare providers should understand their recoupment risk regarding coding and documentation for high profile inpatient and outpatient areas that are being scrutinized by RAC. The BESLER Mock RAC Review is much more than a typical RAC risk assessment. We apply proprietary data mining processes techniques that go beyond the information gathered from the demonstration states by incorporating additional regulatory edits. We target and audit cases that have the highest risk of recoupment so you can correct the case and issue with a proactive approach. In addition, the experience of the BESLER RAC team will ensure

that your data is used to identify your organization's specific risk areas. The audit itself mimics the exact RAC audit process (record request, demand letters and recoupment letters) to familiarize your staff with the RAC audit process and the all important time constraints.

The Medical Record audit will focus on those following risk areas:

- Inpatient Coding of Medicare MS-DRGs
- Medical Necessity for Short Day Stay Inpatient Admissions
- Outpatient Claims

The BESLER RAC team will hold individual meetings with designated representatives from the risk areas to perform a case by case review of the findings to examine best practices, and will establish an interactive dialogue on ways to prevent deficiencies and recoupments.

RAC Appeal Assistance

BESLER Consulting offers multi-level appeals assistance designed to provide our clients with the knowledge and support needed to effectively manage the denials process and minimize recoupments.

Mock RAC appeals response – as an add-on to the MOCK RAC Review, the client has the option of selecting cases for a mock “formal appeal”. This service will familiarize the client with requirements of the RAC appeal process and an understanding on how to maximize the appeal opportunity.

RAC Appeal Education – BESLER Consulting provides our clients with a variety of education services that imparts on the knowledge to decide which claims to appeal and how to respond to recoupment letters.

RAC Appeal Outsourcing – BESLER Consulting can provide complete RAC appeal outsourcing services, including: case selection, documentation review, response preparation and ALJ appeals.

RAC Tracking and Data Mining Tool

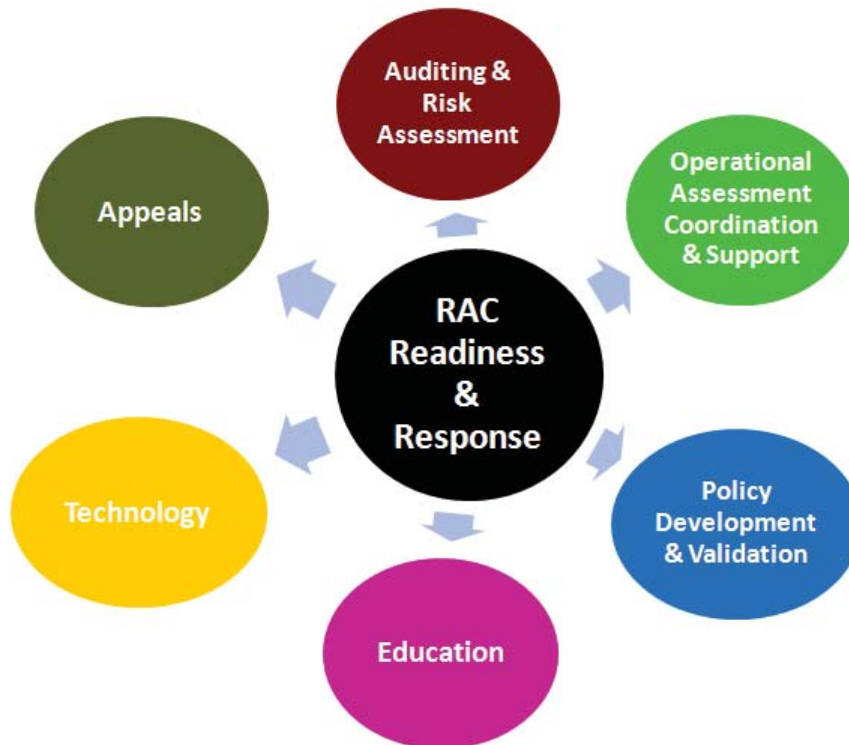
Automated monitoring of RAC requests and denials is the most effective way to ensure that information requested by the RAC is provided within time limits and denial appeal opportunities are fully utilized. An additional capability to data mine RAC activity will provide intelligence for reducing RAC recoupsments.

Intersect Healthcare, Inc. (a BESLER Consulting strategic partner) offers the VERACITY RAC tracking

and data mining solution. The application combines a comprehensive and flexible work flow engine with a user friendly data mining and report generation system.

BESLER is well-positioned to assist you in accomplishing our RAC Readiness and Response objectives. The BESLER Consulting RAC team is comprised of seasoned and credentialed professionals with the specialized experience required to ensure that optimal results are achieved. Our RAC Services provide support that initially ensures that you have identified the risk, then assists your staff in establishing the response processes necessary to minimize the financial impact of the RAC audits, in addition to preparing your to efficiently address and appeal audit adjustments.

For more information regarding our comprehensive suite of RAC services, contact Jeffrey A. Lampman at 609.514.1400, or email Jeff at jlampman@beslerconsulting.com.



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