

**16th NICM Case Management Conference
& 10th ACMA Annual Meeting**
Westin Boston Waterfront
April 18 – 22, 2009

Breakout Sessions F (lunch provided)
Session 11F / Tuesday, April 21 • 12:15 p.m. – 1:30 p.m.

**Protect Revenue with TRACE:
Document Workflow & Compliance Initiatives**

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Abstract

On a daily basis, Case Managers have countless encounters with patients, physicians and insurance representatives to exchange information about patient treatment and payment. When called into question, leaders struggle to prove that critical clinical and insurance information was communicated accurately and in a timely manner. At City of Hope, Case Management leaders implemented TRACE, a communication management system, to document staff efforts in support of patient care and hospital reimbursement. Records of routine communication are electronically captured, archived in a web-based tracking system and used as evidence to improve reimbursement, enhance productivity, and establish compliance with critical standards. Among other initiatives, City of Hope has used records to reverse denials totaling more than \$1,300,000.

Learning Objectives

1. Describe how TRACE facilitates backing up daily encounters with insurance companies, patients and physicians
2. Develop strategies to resolve billing disputes and to prevent and overturn denials
3. Establish compliance with critical standards

Conference and Registration Info
<http://www.nicminc.net/Conference.html>