



Spotlight: PixCert at Children's Healthcare of Atlanta

"Now, with the use of PixCert, we can rely on the benefits and eligibility information from the payer's website. We capture an image of each patient's eligibility/benefit from the web page at the time of service, and this serves as the proof of verification if needed in overturning claims denials due to late notifications or benefits/eligibility issues."
- Florence Davis, Director of Verification

Who We Are

- 452 staffed beds in 3 children's hospitals
- 16 satellite locations around metro Atlanta
- Ranked top children's hospital by *U.S. News & World Report & Child* magazine

What We Needed

- Document web-based verification for proof of patient eligibility
- Replace unreliable and inefficient processes such as printing & scanning images from payer web sites
- Reduce rework, errors and delayed or denied payment

Why We Added PixCert to Our Other TRACE Applications

- Capture, index, archive and retrieve images of entire web pages, electronic documents and e-mails
- Access records through central web-based tracking system
- Fax captured records directly from PC to payers, physician offices & internal departments

How We're Using PixCert

- Capture image of each patient's eligibility/benefit information from payer web site at time of service
- Use record as proof of verification if payer later changes information on web site
- Prevent and overturn claims denials due to late notifications or benefits/eligibility issues

The *TRACE Times* is published quarterly and is filled with tips, highlights of new features, upcoming events, and more.

Want your newsletter e-mailed to you each time? Just let us know.

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Children's Healthcare of Atlanta at Egleston, one of three hospitals in the CHOA system

Our Results

- Eliminated 30-minute hold time required to conduct eligibility by phone
- Reduced paperwork by removing the need to print and scan documents
- Shifted two full-time employees to other duties as a result of efficiency

Read more about CHOA's success in the September issue of *Healthcare Finance News*. The article, "Keeping Track of Claims Denials" is available at TWSG.com.

PixCert is a feature recently added to TRACE for the management of electronic communications. To learn more about how you can use PixCert at your facility, please contact your account manager or call customer support at 877.864.2378.

Top Proof Points of the Quarter

Accountability, Quality, Staff Support

Texas Hospital

Communication Event: Scheduling call with physician office

Challenge: Complaint about scheduling instructions

A physician scheduled a patient for a CT scan with contrast. The patient's mother contacted the office to complain that her son's appointment was delayed because she did not receive instructions regarding the drink contrast required for his CT scan. The physician office notified the hospital's physician liaison and patient access director of the complaint, stating that the scheduler did not provide information regarding the prep. The admitting manager located the call record in DCR Tracker, as the hospital uses TRACE to record all scheduling calls. The recording included the scheduler's CT prep instructions provided to both the physician office staff and the physician during the call. The patient access director called the physician office and played the recording over the phone. After using TRACE to resolve the issue, the patient access director stated, "I don't have to explain the value and power of that."

South Carolina Hospital

Communication Event: Registration call with patient

Challenge: Complaint about scheduling instructions

A mother brought her child in for same-day surgery. The surgery had to be rescheduled because the child was given breakfast that morning. The mother stated that the registrar who pre-registered the child for surgery told her the child could eat the morning of his procedure. The physician and the surgery center manager were extremely upset, blaming the patient access department and the registrar in particular for the incident. The registrar searched DCR Tracker for a record of the call, as patient access uses TRACE to record all pre-registration calls. She located the record and found that the proper registration procedure had taken place. TRACE provided proof to support the registrar's position and eliminated the "he said, she said" scenario. After resolving the issue, the registrar credited TRACE with saving her job.

Overtured Denials

Colorado Hospital

Communication Event: Call to request precert for admission

Payer's Initial Response: Verified on two calls that an authorization was on file and provided number

Reason for Denial: Lack of authorization

Proof Point: TRACE documented both instances showing payer's confirmation of the authorization

Billed Charges: \$55,580.45

Net Recovered: **\$47,243.38**

Washington Hospital

Communication Event: Call to notify payer of inpatient admission

Payer's Initial Response: Issued authorization number

Reason for Denial: Lack of notification

Proof Point: TRACE documented call and authorization number provided

Billed Charges: \$37,749.49

Net Recovered: **\$37,749.49**

Arizona Hospital

Communication Event: Call to provide requested clinical for newborn delivery

Payer's Initial Response: Confirmed receipt of clinical

Reason for Denial: Level of care requested and no prior notice

Proof Point: TRACE documented that clinical was provided in timely manner

Billed Charges: \$43,300.60

Net Recovered: **\$21,547.74**



Share Your TRACE Success and Win!

Do you have a Proof Point you'd like to share from your facility? Visit ThePowerofProof.com and download the Proof Point submission form. If your Proof Point is selected for the next issue of the TRACE Times, you'll receive a \$50 gift certificate.

TRACE Users Group Seminars

Thanks to the TRACE customers who attended the Users Group Seminars at WellStar Health System in Atlanta on Aug. 1 and at Mercy Medical Center in Canton on Sept. 12. The seminars included overviews of the TRACE communication event management system with highlights such as tips and tricks, new developments and best practices.

In Atlanta, attendees heard success stories from Allison Thomason, RN, BSN, manager of utilization management, and Rebecca Worcester, supervisor of patient access services, at WellStar Health System. In Canton, Joyce Klingshirn, Regional Director of Patient Access, presented a success story from Cleveland Clinic Health System East. The presenters spoke about the role of TRACE in improving productivity, reimbursement and quality at their organizations. Thanks to our speakers for sharing their stories and to the hospitals that hosted these events.

Here are what attendees had to say about the Users Group Seminars:

In Atlanta...

- "Great interaction!"
- "Shows how all the TRACE pieces fit and are usable together"
- "Great presentation...very enjoyable and informative"
- "Exciting things coming...very interesting!"
- "TRACE has been a tremendous asset to my company."

In Canton...

- "A good exchange of ideas"
- "Good detail on how to use the system"
- "Every year it is exciting to hear what new products you are coming out with."
- "You guys know the importance of the term documentation!"
- "You continually amaze me with your innovations. How do you improve on perfection? You do!"

Haven't attended a TRACE Users Group Seminar yet this year? You still have time! Don't miss this opportunity to network with your peers and learn more about TRACE! Seminars are scheduled from 9:30 a.m. to 2 p.m. on the following dates:

Indianapolis - October 10: Clarian North
Phoenix - November 7: Mayo

For more information or to register for a Users Group Seminar, please contact Becky Collins at becky.collins@TWSG.com or 800.864.2378, ext. 563.

TRACE Presented at AHIMA Convention

TRACE customers Rita Bowen and Pamela Bassler from Erlanger Health System will present at the American Health Information Management Association (AHIMA) convention, Oct. 8-10 in Philadelphia. Their presentation, "Got Proof? Evidence Increases Claims Reimbursement," will show how Erlanger has used TRACE to back up billing, maintain accountability and maximize productivity across the revenue cycle. Results include a 78% reduction in percentage of days denied and a prevention of more than \$3 million in denials.

Come hear Rita Bowen and Pamela Bassler at AHIMA, Oct. 9 from 1-2 p.m. in Room 204A at the Pennsylvania Convention Center. Visit TRACE at Booth #263!



Pumpkin Pancakes

2 cups all-purpose flour
3 tsp brown sugar
2 tsp baking powder
1 tsp baking soda
1 tsp ground allspice
1 tsp ground cinnamon
1/2 tsp ground ginger
1/2 tsp salt
1 1/2 cups milk
1 cup pumpkin puree
1 egg

2 tsp vegetable oil
2 tsp vinegar



DIRECTIONS

In a separate bowl, mix together the milk, pumpkin, egg, oil and vinegar. Combine the flour, brown sugar, baking powder, baking soda, allspice, cinnamon, ginger and salt, stir into the pumpkin mixture just enough to combine. Heat a lightly oiled griddle or frying pan over medium high heat. Pour or scoop the batter onto the griddle, using approximately 1/4 cup for each pancake. Brown on both sides and serve hot. Makes 12 pancakes.

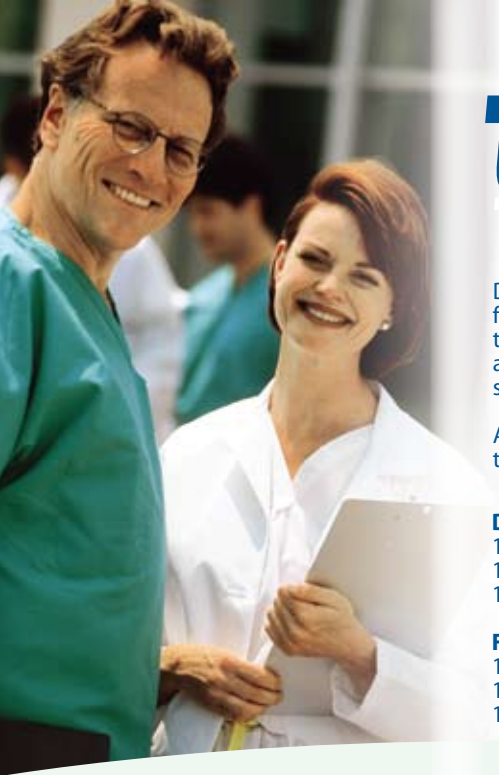
Source: AllRecipes.com

If you have a short recipe you'd like to share with us, please e-mail it to Newsletter@TWSG.com and you might get to see it here!

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TRACE Training

Do you have staff who need help with TRACE product usage? We are receiving rave reviews from customers who have scheduled custom instructor-led webinars and phone-based training. These are just for your staff and are very convenient since they can attend while sitting at their desks, or groups can join in from a conference room. Email Training@TWSG.com to schedule custom training or a TRACE Product Overview webinar.

Also, you may want to register for these upcoming publicly scheduled courses at <http://www.twsg.com/training/schedule.cfm> or call 866.520.3880 (all times are Eastern):

DCR Tracker Webinar

10/17 (W) 2 pm
10/24 (W) 4 pm
10/31 (W) 2 pm

PixCert Webinar

10/18 (Th) 4 pm
10/25 (Th) 2 pm
11/1 (Th) 4 pm

VoiCert MC Phone Training

10/17 (W) 4 pm
10/24 (W) 2 pm
10/31 (W) 4 pm

FaxCert Webinar

10/18 (Th) 2 pm
10/25 (Th) 4 pm
11/1 (Th) 2 pm

PC Call Webinar

10/16 (T) 2:00 pm
10/23 (T) 4:00 pm
10/30 (T) 2:00 pm

VoiCert AC Phone Training

10/16 (T) 4 pm
10/23 (T) 2 pm
10/30 (T) 4 pm

To register, call 866.520.3880 or e-mail Training@TWSG.com.
All sessions are 1 hour. Please register at least 3 days before event.

ThePowerofProof.com