



Spotlight: Boulder Community Hospital

Like many hospitals, Boulder Community Hospital faced significant challenges in the claims reimbursement process before implementing TRACE.

On the front end, admissions and case management spent countless hours working to secure authorization from differing payer organizations. On the back end, the business office spent equally large amounts of time struggling to supply evidence necessary to overturn denied claims.

Because of the challenge to document and show tangible proof of communications such as auths and referrals, payment disputes often came down to Boulder's word against the insurance company's. To resolve this issue, Boulder began to evaluate solutions to avoid the "he said, she said" scenario by documenting routine communication. They also sought a time-saver to avoid back-up in admissions due to long hold times with insurance companies.

In April 2005, Boulder implemented TRACE to capture, archive, and index communication for retrieval through a web-based tracking system. Boulder is now using the system to streamline and document communication, as well as reduce denials with proof of authorization. With a web interface easily accessible enterprise-wide, the system is a user-friendly platform for both front-end and back-end users.

"DCR Tracker provides an accurate source of authorization data to settle denied claims disputes," said Val Kraus, director of admissions and case management. "We also use TRACE as a quality control mechanism to verify communication with payers, internal departments, physician offices, and patients."

The *TRACE Times*, a newsletter dedicated to our TRACE users, is published quarterly. *The Times* 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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Name:	Boulder Community Hospital
Location:	Boulder, Colorado
Beds:	265, 3-Campus System
Type:	Acute Care
Other:	2 Emergency Departments Inpatient Psychiatry & Rehabilitation Urgent Care Facility

Within the first six months, Boulder received payback on its investment in the system. The hospital has now used TRACE to recover nearly \$800,000 in overturned denials. Boulder has also experienced significant time savings by using the automated call function to reduce the average hold time with insurance companies from 25 minutes to less than 3 minutes per call.

Top 5 TRACE Turnovers of the Quarter

Hospitals across the country are using TRACE to overturn denied claims. Below are the top five instances of the quarter in which TRACE was used to overturn a single denial. Instances are selected based on the dollar amount of the claim overturned.

1. Central Indiana Hospital

Communication Event: Precert nurse used VoiCert Automated Call (AC) for notification of emergency inpatient admission

Payer's Response: Stated insurance expired (patient claimed other coverage)

Reason for Denial: Lack of notification

TRACE Turnover: DCR Tracker used to show patient's claim of coverage and date/time of call

Amount Overturned: **\$71,061.47**

2. Eastern Indiana Hospital

Communication Event: Case Manager used VoiCert AC for notification of admission for surgical procedure

Payer's Response: Stated notification requirement had been met and issued reference number

Reason for Denial: Lack of authorization

TRACE Turnover: DCR Tracker used to show verification of notification and reference number

Amount Overturned: **\$38,070.67**

3. Missouri Hospital

Communication Event: Precert Dept. used VoiCert AC to request precert for outpatient procedure

Payer's Response: Provided reference number

Reason for Denial: Lack of precert

TRACE Turnover: DCR Tracker used to show payer issued reference number for procedure

Amount Overturned: **\$36,871.80**

4. East Texas Hospital

Communication Event: Admitting used VoiCert AC for notification of emergency inpatient admission

Payer's Response: Issued reference number

Reason for Denial: Lack of authorization

TRACE Turnover: DCR Tracker used to show emergency admission was called within 24 hours

Amount Overturned: **\$28,768.75**

5. South Texas Hospital

Communication Event: Patient Access used VoiCert Monitored Call (MC) to verify benefits; checked to see if precert was required for emergency admission

Payer's Response: Stated no precert required

Reason for Denial: Lack of timely notification

TRACE Turnover: DCR Tracker used to show date/time of call

Amount Overturned: **\$26,628.00**

Coming Soon...Best Practices with TRACE!

In coming issues, we will share ideas from our customers for implementing successful practices with TRACE. This section is intended for your use as a resource to help recover revenue, save time and increase productivity.

To submit a best practice from your hospital, please e-mail Newsletter@TWSG.com.



TRACE Tips and Tricks User Set-Up & Security

Do you have new employees who need to be added to the user list for TRACE applications? To make this process more convenient, you can submit these requests directly to the customer support team at The White Stone Group.

The basic information required for user set-up includes the following:

- User's name
- Facility name
- Address
- Title
- Department
- E-mail address
- Telephone number
- Applications requested (AC, MC, PC Call, FaxCert, or DCR Tracker)
- Access Privileges

These requests can be sent directly to our customer support team by e-mail at Support@TWSG.com or by fax at 865.292.0587.

If the request does not come directly from the TRACE Administrator at your facility, we will contact the administrator or designee to confirm the request.

TRACE Customer Support is available 8 am to 8 pm Eastern Time for quick answers to all your questions. Contact Customer Support at 877.864.2378.

TRACE News & Events

TRACE Hits the Road

TRACE is going cross-country this year to present at national conferences in Florida, North Carolina, and California...just to name a few! Come see us at these conferences, and watch for workshops and breakout sessions presented by our TRACE customers.



April 22-25, ACMA-NICM

Doral Golf Resort & Spa, Miami
Rita Bowen and Pamela Bassler from Erlanger Health System will present "TRACE: Simplifying Managed Care Communications" during a lunch session on Tuesday, April 24.

May 18-21, NAHAM

Charlotte Convention Center
Visit TRACE at Booth #65
Val Kraus from Boulder Community Hospital and Holly Hiryak from University of Arkansas for Medical Sciences will present a workshop, "Got Proof? Evidence Increases Claims Reimbursement," on May 19 from 1:45 pm - 3:15 pm.

June 25-26, HFMA

San Diego Convention Center
Visit TRACE at Booth #826

September 26-28, AAHAM

Marriott Harbor Beach Resort & Spa, Ft. Lauderdale
Visit TRACE at Booth #72

October 8-10, AHIMA

Pennsylvania Convention Center, Philadelphia
Visit TRACE at Booth #263

T.U.G.S. TRACE Users Group Seminars

Plans are underway for this year's TRACE Users Group Seminars. Free for our TRACE customers, these seminars will give you the latest news on current features, user tips, best practices, and case studies.



Stay tuned for a listing of 2007 dates and locations. If you are interested in hosting a users group seminar at your hospital, please contact Becky Collins at Becky.Collins@TWSG.com or at 800.864.2378, ext. 563.

NEW! Taste of TRACE

Roast Tenderloin of Pork



1/2 Cup Sugar
1/4 Cup Ketchup
1/4 Cup Soy Sauce
1 T Brandy or Bourbon
1/2 t salt
1/8 t garlic powder
1/8 t white pepper
2 pork tenderloins (small, often packaged 2 per bag)

Mix marinade ingredients in 1 lb. ziplock bag. Place meat in bag and marinate several hours turning now and then. Line a shallow pan with foil and place drained loins side by side in it.

Roast @ 400 F for 30 minutes, turn and brush with marinade, then roast for 30 more minutes. Brush generously & return to oven for 5 more minutes.

Slice thin and serve with mustard sauce.

Mustard Sauce

1/3 Cup Sour Cream
1/3 Cup Mayo
1 1/2 t. dry mustard
1 T. green onion finely chopped
1 1/2 t. white wine vinegar
Salt and pepper to taste

Combine and refrigerate.

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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THE WHITE STONE GROUP, INC.



trace Times

From the Creators of VoiCert

TRACE Training Schedule

All Times are Eastern

VoiCert AC & MC
Phone Training
1 hour
 4/11 (W) 10 AM
 4/18 (W) 10 AM
 4/25 (W) 10 AM
 5/02 (W) 3 PM
 5/09 (W) 10 AM
 5/23 (W) 10 AM
 5/30 (W) 3 PM
 6/06 (W) 10 AM
 6/13 (W) 10 AM

DCR Tracker
Webinar Training
1 hour
 4/13 (W) 3 PM
 4/19 (Th) 10 AM
 4/25 (W) 3 PM
 4/26 (Th) 10 AM
 5/09 (W) 3 PM
 5/16 (W) 10 AM
 5/23 (W) 3 PM
 6/06 (W) 3 PM
 6/20 (W) 3 PM

New! FaxCert Overview
Webinar Training
1 hour
 4/05 (Th) 2 PM
 4/19 (Th) 11 AM
 5/10 (Th) 2 PM
 5/24 (Th) 11 AM
 6/07 (Th) 2 PM
 6/21 (Th) 2 PM
PC Call
Webinar Training
1 hour
 4/10 (Tu) 3 PM
 4/17 (Tu) 3 PM
 5/08 (Tu) 3 PM
 5/22 (Tu) 3 PM
 6/05 (Tu) 3 PM
 6/19 (Tu) 3 PM

To register, call 1.800.864.2378 ext. 505
 or e-mail TRACetraining@TWSG.com.
 Please register at least 3 days before event.