

Spotlight: University of Arkansas for Medical Sciences

"TRACE is the one "go-to" place to follow-up on a misstep. I have a lot of trust in my staff. The system validates what I know has already happened. It stands with you when you're working through denials."

-Holly Hiryak, RN, CHAM, Dir. of Hospital Admissions

Who We Are

- Arkansas' only academic medical center
- 9,000 employees
- 282 staffed beds, 96%+ occupancy

What We Needed

- Document routine communication
- Prevent and overturn denied claims
- Reduce re-work and improve accuracy
- Streamline processes

Why We Chose TRACE

- Technology to capture and index all methods of communication
- Web-based tracking accessible enterprise-wide
- Single tool for business office to access front-end communication

How We're Using TRACE

- Use all TRACE applications
- Streamline communication between departments
- Show documentation to settle payment disputes
- Capture physician referrals and patient preadmissions
- Receive transfer requests from outside physicians
- Conduct quality checks for staff training and evaluation
- Distribute incoming faxes to individuals and groups
- Amend records by attaching notes & follow-up calls
- Scan & index important documents to patient accounts
- Capture and index online eligibility

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: Univ. of Arkansas for Med. Sciences
Location: Little Rock, Arkansas
Beds: 282
Type: Academic Medical Center
Other: 9,000 Employees

Our Results

- Recovered \$410,000 in overturned denials
- Created one "go-to" place to verify communication, improving efficiency and supporting workflow
- Established accountability among departments
- Improved quality and accuracy of record-keeping

Read more about UAMS' success with TRACE in the May issue of Hospital Access Management. The article, "Tool records 'everything related to patient,'" is available at ThePowerOfProof.com.

Share Your Success!

Enter Your Proof Points for a Chance to Win a \$50 Gift Card!

Every day, our customers use TRACE to improve their administrative and financial results. Proof Positive is an initiative to identify and share positive results among TRACE customers and with the industry as a whole.

"Proof Points" is the term used to describe the variety of ways that TRACE successfully adds value for our customers in areas such as denials prevention and management, improved workflow, revenue recovery, and more!

Check out our new web site, ThePowerOfProof.com, to view examples of the following Proof Points hospitals are experiencing with TRACE:

- Financial Gain
- Return on Investment
- Time Savings
- Employee Retention
- Patient Safety
- Quality Improvement
- Employee Satisfaction
- Patient Satisfaction

Do you have a Proof Point you'd like to share from your facility? Go to 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 card.

TRACE Customers Speak

September 26-28, AAHAM ANI – Marriott's Harbor Beach Resort & Spa, Ft. Lauderdale
Visit TRACE at Booth #72

Rita Bowen from Erlanger Health System will present "Automating Managed Care Communications to Enhance Revenue Cycle" on Thursday, September 27 from 2- 3 p.m.

Oct. 8-10, AHIMA – Pennsylvania Convention Center, Philadelphia

Visit TRACE at Booth #263
Rita Bowen and Pamela Bassler from Erlanger Health System will present "Impact of HIM Communication Management on Reducing Denials" on Tuesday, October 9 from 1 - 2 p.m.

Top 5 Overturned Denial Proof Points 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.

Georgia Hospital

Communication Event: Call to request precert for transfer admission after birth

Payer's Initial Response: Stated that case was started

Reason for Denial Reason Code: Lack of precertification

Proof Point: TRACE documented notification and insurance company's response

Billed Charges: \$451,837.75 **Net Recovered:** **\$451,837.75**

Ohio Hospital

Communication Event: Monitored Call to request authorization for 2-day stay in ICU

Payer's Initial Response: Stated case was pending review and they would call back

Reason for Denial: No record of transaction

Proof Point: TRACE showed hospital was waiting on call-back from payer

Billed Charges: \$63,384.93 **Net Recovered:** **\$49,440.25**

Texas Hospital

Communication Event: Monitored Call to request authorization for transfer from inpatient to rehabilitation admission

Payer's Initial Response: Confirmed existing reference number for admission

Reason for Denial: Lack of authorization

Proof Point: TRACE showed payer's confirmation of reference number

Billed Charges: \$95,632.00 **Net Recovered:** **\$41,177.84**

Iowa Hospital

Communication Event: Fax to appeal a denial for lack of authorization

Payer's Initial Response: Claimed authorization was not obtained for procedure

Reason for Denial: Lack of notification

Proof Point: TRACE documented authorization and confirmed that appeal was submitted in timely manner

Billed Charges: \$498,460.19 **Net Recovered:** **\$28,732.34**

Texas Health System

Communication Event: PC Call to request precert for inpatient admission

Payer's Initial Response: Case started to be completed pending confirmation of member benefits

Reason for Denial: Lack of notification

Proof Point: TRACE confirmed notification and steps recommended by payer

Billed Charges: \$50,548.62 **Net Recovered:** **\$12,167.04**

User Security

The White Stone Group is committed to ensuring the accuracy of security information for every TRACE user. At the time of initial setup, users are asked to



provide a security question and answer that uniquely identifies them when they call customer support to request log-in information.

To ensure that user information and security questions are up to date, our customer support team is contacting each user to verify and update our records as necessary. This process will help us verify that individuals who contact customer support are valid employees with credentials to access the hospital's server and information. If we have any questions regarding any particular situation, we will follow up with the TRACE administrator or designee at your facility.

TRACE Customer Support is available 8 a.m. to 8 p.m. Eastern Time for quick answers to all your questions. Contact Customer Support at 877.864.2378.

TRACE Users Group Seminars

We are excited to announce our upcoming TRACE Users Group Seminars. Scheduled in cities throughout the year, these seminars are designed to help you optimize your use of TRACE by hearing about the latest product developments and user tips, as well as networking with other users.

The one-day seminar will include product demonstrations of the web-based Digital Communication Record (DCR) Tracker that captures, indexes, and archives all phone, fax, paper, and electronic communications. Attendees will also hear testimonials from TRACE customers and best practices shared among all attendees. Lunch will be provided.

Seminars are scheduled from 9:30 a.m. to 2 p.m. on the following dates:

- August 1: WellStar (**Atlanta**)
- August 22: Iowa Health System (**Des Moines**)
- September 12: Mercy Medical Canton (**Canton**)
- October 4: Sacred Heart, Providence Health (**Spokane**)
- October 10: Clarian North (**Indianapolis**)
- November 7: Mayo (**Phoenix**)

Don't miss this opportunity to network with your peers and learn more about TRACE! Invitations and registration information will be coming soon through mail and e-mail notices.

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



Cheese Grits Soufflé

- 1 Cup of Grits, uncooked
- 1/4 lb. Butter
- 1T & 1t Milk
- 3 Eggs, Separated
- 1/2 lb. Sharp Cheddar



Cook grits according to directions. Once done, while hot, stir butter, cheese and milk into grits. Stir in egg yolks one at a time. Pour mixture into casserole dish. Fold-in well-beaten egg whites. Cook uncovered at 400 degrees for 45 minutes to 1 hour until top is golden brown. Serves 6-8.

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

TRACE Training Schedule

All Times are Eastern

VoiCert AC & MC Phone Training 1 hour	DCR Tracker Webinar Training 1 hour	FaxCert/PixCert Webinar Training 1 hour	PC Call Webinar Training 1 hour
7/20 (F) 10 am	7/25 (W) 4 pm	7/26 (Th) 11 am	7/24 (Tu) 4 pm
7/25 (W) 10 am	7/31 (Tu) 2 pm	7/31 (Tu) 3:30 pm	7/26 (Th) 4 pm
8/1 (W) 4 pm	8/8 (W) 4 pm	8/2 (Th) 4 pm	7/31 (Tu) 4 pm
8/8 (W) 11:30 am	8/14 (Tu) 2 pm	8/14 (Tu) 4 pm	8/2 (Th) 2:30 pm
8/15 (W) 4 pm	8/22 (W) 4 pm	8/16 (Th) 4 pm	8/16 (Th) 2:30 pm
8/22 (W) 11:30 am	8/28 (Tu) 2 pm	8/28 (Tu) 3:30 pm	8/23 (Th) 4 pm
8/29 (W) 4 pm	9/5 (W) 4 pm	8/30 (Th) 4 pm	8/28 (Tu) 4 pm
9/5 (W) 11:30 am	9/11 (Tu) 2 pm	9/11 (Tu) 3:30 pm	8/30 (Th) 2:30 pm
9/12 (W) 4 pm	9/19 (W) 4 pm	9/13 (Th) 4 pm	9/6 (Th) 4 pm
9/19 (W) 11:30 am	9/25 (Tu) 2 pm	9/25 (Tu) 3:30 pm	9/11 (Tu) 4 pm
9/26 (W) 4 pm		9/27 (Th) 4 pm	9/13 (Th) 2:30 pm
			9/20 (Th) 4 pm
			9/25 (Tu) 4 pm
			9/27 (Th) 2:30 pm

To register, call 1.866.520.3880 (after 7/23) or e-mail Training@TWSG.com.
 Please register at least 3 days before event.

ThePowerOfProof.com