



New Year, New Newsletter!

We are excited to introduce our newly redesigned newsletter, which has been renamed to reflect the suite of applications now available through TRACE.

Thanks to everyone who responded to the call for votes in the fall issue. In the competition to rename the newsletter, TRACE Times came out as the winner against TRACE Tracker and TRACE Tribune.

In addition to articles about VoiCert, future issues will include information about FaxCert, PixCert, and the new web-based DCR (Digital Communication Record) Tracker. Stay tuned in 2007 for tips, updates, and success stories from all of the TRACE applications. If you have a story to share or an idea for an article, let us know!

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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TRACE User at Bloomington Hospital in Indiana Wins Voter Drawing

Congratulations to Jodie Myers, winner of the drawing for a \$100 gift card. Jodie's name was entered in the drawing along with other TRACE users who voted to rename this newsletter.

Jodie is a Case Management Coordinator and Appeals/Denials Coordinator at Bloomington Hospital, a 321-bed facility in south central Indiana.

Jodie uses VoiCert, the call management feature of TRACE, to track the delivery of reviews and responses from insurance companies. By providing an accurate source of archived communication events, Jodie said



Nichole Harmon (L), Implementation Manager for TRACE, shares a smile with Jodie Myers, winner of the \$100 gift card.

the system has helped Bloomington overturn denials. "VoiCert is an excellent tool and certainly makes our job easier," said Jodie.

Jodie has been at Bloomington Hospital for 28 years, and has spent 18 years in case management.

She likes the variety of her job and the fact that no two days are ever the same. Outside of work, she enjoys movies, University of Indiana basketball, yard sales, auctions, and church activities.

Jodie says she plans to use her gift card when she takes her two daughters out for a day of fun with "just the girls."

TRACE: Your Communication Management Solution

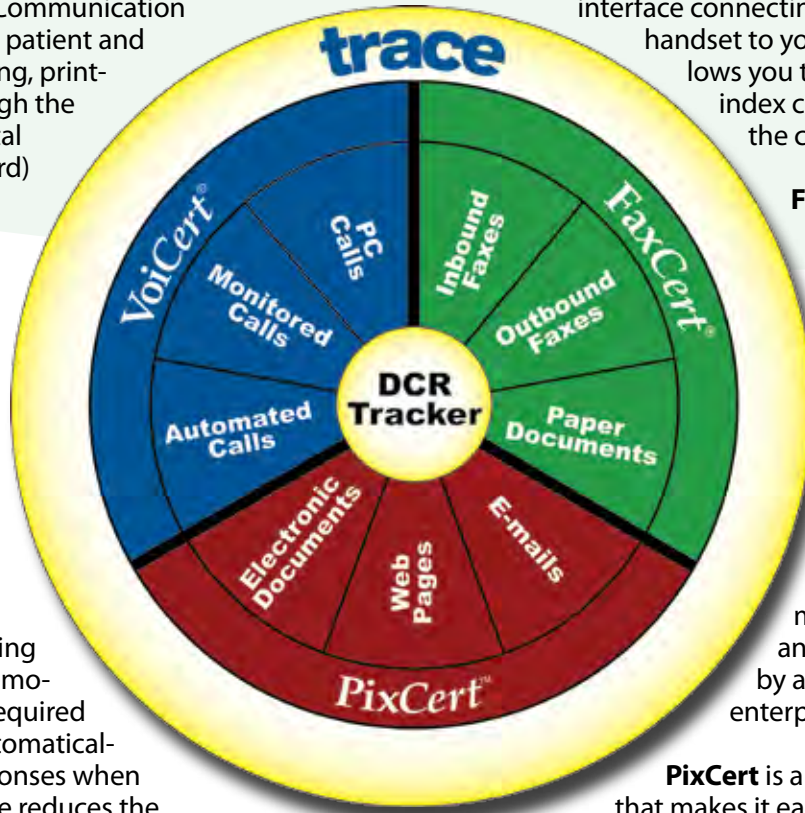
TRACE is built on three distinct technological components to help solve all of your communication management needs. Communication events are indexed by patient and are available for viewing, printing and routing through the web-based DCR (Digital Communication Record) Tracker.

Use this colored wheel to distinguish between the three TRACE applications and the functions within each category.

VoiCert AC (Automated Call) automates the delivery of telephone authorization requests, prompting you for the specific demographic information required by each payer and automatically returning their responses when provided. The software reduces the typical 30-minute precert process to a three-minute automated transaction, digitally recording and indexing each call by patient ID for later retrieval.

VoiCert MC (Monitored Call) allows you to record and index any live outbound call for any type of trans-

action. With **VoiCert PC Call**, you can record both outgoing and incoming calls through a hardware interface connecting your telephone handset to your PC. This function allows you to add comments and index calls by patient during the call.



FaxCert allows you to send, track, retrieve, view, and print faxes and paper documents through the TRACE server. FaxCert automatically captures all outbound and inbound faxes as a by-product of your hospital's existing fax process. Each document can be indexed and archived for retrieval by any authorized user enterprise-wide.

PixCert is a PC-based application that makes it easy to capture, index, archive, and retrieve images of entire web pages, electronic documents, and e-mails.

To make sure your facility is taking full advantage of TRACE, call your Implementation Manager to schedule an on-site review.

Washington Hospital Uses FaxCert for Clean Claims

To fulfill its clean claims initiative, Deer Park Hospital near Spokane, Wash., needed a way to confirm that insurance companies were receiving third party liability forms. Certified mail was considered, but the cost was estimated to be as much as \$4 per form.

When Deer Park implemented FaxCert, front-end departments recognized its usefulness in archiving and confirming receipt of outbound faxes. The department now sends all third party liability forms through FaxCert, indexing and archiving each fax along with metadata such as proof of receipt, sender/recipient and date/time information. Rather than filing paper forms, front-end staff can now view, route and

print faxes through a web-based tracking system accessible from their PCs.

"We are experiencing positive results and saving money as a result of sending third party liability forms through FaxCert," said Karen Dawson, Patient Access Manager. "It is also reassuring that the faxes and transmission data are archived in FaxCert if they are ever needed as a reference."

Deer Park's method of sending the forms through FaxCert has been shared with four other hospitals in the system of Providence Health and Services, Eastern Washington. These hospitals include St. Joseph Hospital in Chewelah, Wash.; Mount Carmel Hospital

"We are experiencing positive results and saving money as a result of sending third party liability forms through FaxCert."

- Karen Dawson, Patient Access Manager

Case Study: Children's Hospitals Overturn Over \$2 Million in Denied Claims with TRACE

Implementing the TRACE system to manage communication with payers has saved valuable staff time, streamlined workflow and helped four children's hospitals overturn more than \$2,000,000 in denied claims.

Time for Change. Children's hospitals face similar challenges in managing routine communication with payers. Chief among them is the staff time wasted on hold with insurance companies, followed by the struggle to document communication for evidence in payment disputes. These challenges led four children's hospitals to implement TRACE to decrease

At one hospital, the average amount of time required for an inpatient call was reduced from 66 minutes to less than two and a half minutes with VoiCert.

the time spent on hold and reduce denials with evidence of communication. provider requests and payer responses for authorization. At one hospital, the average amount of time required for an inpatient call was reduced from 66 minutes to less than two and a half minutes with VoiCert.

All in a Day's Work. Because the system is operable 24/7, Access personnel can complete automated calls during off hours to streamline workflow and avoid

the time spent on hold and reduce denials with evidence of communication.

Time is Money. VoiCert, the TRACE call management application, has reduced hold time by automating



bottlenecks after weekends or holidays. Each of the hospitals has re-engineered workflow, using VoiCert in the morning and late night hours to lighten the call volume during the busiest hours of the day.

A Penny Saved is a Penny Earned. As an accurate source of phone, fax, and electronic communication records, TRACE arms providers with documentation to stay on the offensive side of the collections process.

In addition to time savings and avoidance of up-front denials, the four children's hospitals have used TRACE to recover more than \$2,000,000 in overturned denials. This figure represents an average return on investment of nearly 400%.

The hospitals have recovered the following revenue:

- Children's Healthcare of Atlanta– \$771,743
- Children's of Dallas– \$504,700
- Cook Children's, Fort Worth– \$617,255
- East Tennessee Children's, Knoxville– \$142,177

These figures are expected to grow as applications such as FaxCert and PixCert are added and the number of users increases at each facility.



Deer Park Hospital, Deer Park, Washington

in Colville, Wash.; and Holy Family Hospital and Sacred Heart Hospital in Spokane, Wash. The process change is now reflected in the system's procedure and policy manual.

Look for a delicious recipe in the Spring issue of The Times.

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trace Times

From the Creators of VoiCert

TRACE Training Schedule

All Times are Eastern



**VoiCert AC & MC
Phone Training**
1 hour
1/31 (W) – 3:00 pm
2/1 (Th) – 10:00 am
2/7 (W) – 3:00 pm
2/15 (Th) – 10:00 am
2/21 (W) – 3:00 pm
3/8 (Th) – 3:00 pm
3/14 (W) – 10:00 am
3/22 (Th) – 3:00 pm

**DCR Tracker
Webinar Training**
1 hour
1/24 (W) – 3:00 pm
2/1 (Th) – 1:00 pm
2/7 (W) – 10:00 am
2/8 (Th) – 3:00 pm
2/15 (Th) – 3:00 pm
2/21 (W) – 10:00 am
3/1 (Th) – 3:00 pm
3/7 (W) – 10:00 am
3/15 (Th) – 3:00 pm

**PC Call
Webinar Training**
30 minutes
1/30 (Tu) – 3:00 pm
2/2 (F) – 10:00 am
2/13 (Tu) – 3:00 pm
2/16 (F) – 10:00 am
2/22 (Th) – 3:00 pm
2/27 (Tu) – 10:00 am
3/2 (F) – 3:00 pm
3/16 (F) – 10:00 am
3/23 (F) – 3:00 pm

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