



Spotlight: WellStar Health System

"We can show that we're taking all the steps to make sure we get paid for the services we provide." Allison Thomason, RN, BSN – Manager, Utilization Management

"If I ever have to recall an account, TRACE has everything that transpired between the payer and me in order to get denials overturned." Dawn Worcester – Supervisor, Patient Access Services

Who We Are

- Located in Northwest Georgia
- 5 Facilities
- 790,044 registrations systemwide (FY 07)

Challenges

- "He-said/She-said" scenario in appealing denials
- Difficulty managing notifications/authorizations in timely manner
- Increased workload due to changes in payer requirements
- Effort to improve precert process without adding FTEs

Departments Using TRACE

- Patient Access Services
- Utilization Management
- Insurance Verification
- Patient Financial Services
- Denial Management
- Social Services

How We're Using TRACE

- Show proof of precertification, notification & authorization
- Document verification of benefits
- Record demographics/clinical delivered to payer
- Capture pre-cert information from physicians
- Monitor productivity and quality

Our Results

- Quality improvement
- Accountability and staff support
- Time savings and workflow improvement

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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WellStar Douglas Hospital in Douglasville, GA, One of Five Hospitals in the WellStar System

- Reversing upfront denials
- Overturning back-end denials
- Improving timeliness of callbacks from payers
- Eliminating paperwork

Future Plans for TRACE

- Send and store faxes for patient placement
- Capture benefit information from payer web sites
- Capture scheduling faxes from physician offices
- Capture and send discharge summaries to payers

Hear more about WellStar's success with TRACE by viewing testimonials at ThePowerofProof.com.

Top Proof Points of the Quarter

Overtured Denials

Indiana Hospital

Communication Event: Call to notify payer of emergent inpatient admission

Payer's Initial Response: Stated the case was started and pending clinical

Reason for Denial: Untimely notification

Proof Point: TRACE documented date and time of call

Billed Charges: \$46,905.44

Net Recovered: **\$68,045.47***

*DRG Contract

Texas Hospital

Communication Event: Call to provide clinical to payer

Payer's Initial Response: Stated clinical was only needed upon request

Reason for Denial: Lack of clinical information

Proof Point: TRACE documented payer's receipt of clinical

Billed Charges: \$92,851.50

Net Recovered: **\$59,125.69**

Texas Medical Center

Communication Event: Call to request precert for outpatient wound care

Payer's Initial Response: Stated outpatient service did not require precert

Reason for Denial: Lack of precertification

Proof Point: TRACE documented call and payer's response

Billed Charges: \$91,819.00

Net Recovered: **\$32,295.96**

Accountability, Quality, Staff Support

Arizona Hospital

Communication Event: Authorization for surgery

Challenge: Risk of denial or surgery cancellation

At Risk: Revenue, OR time, physician time, customer service

Proof Point: TRACE documented authorization for surgery

Story: The night before a scheduled surgery, a payer claimed that it had received an authorization request for only half of a two-procedure surgery. As a result, the payer was only going to authorize half of the scheduled procedure. The patient access department used TRACE to locate a recording of the call placed to request the authorization, including CPT codes for both procedures. When the department offered to send a transcript of the call, the payer gave authorization for both procedures. Without the approval, the hospital would have lost **\$75,220**, or would have been forced to cancel the procedure the night before surgery. This would have resulted in the loss of valuable time in surgery, time for the physician and service to the patient.

Arizona Hospital

Communication Event: Authorization for consult and work-up

Challenge: Denial for 8-day inpatient surgery

At Risk: Revenue, service to patient

Proof Point: TRACE documented authorization

Story: A payer denied coverage for an 8-day inpatient surgery, claiming that the hospital did not provide a referral or obtain authorization for the initial consult and work-up, which included expensive diagnostic testing. From a clinical perspective, the hospital had to proceed with timely surgery in order to avoid detriment to the patient's well-being. The patient access department used TRACE to locate the call recording, including confirmation of the payer's authorization for the initial consult and work-up and references to the specific CPT codes. When the department offered to send a transcript of the call, the payer came through with authorization for all services. Without proof of the authorization, the hospital would have had to write off **\$260,068** in fees for the consult, work-up, surgery and hospital stay.

Share Your TRACE Success and Win!

ThePowerofProof.com is a web site dedicated exclusively to sharing success stories from hospitals like yours. Please take a moment to visit this site and see the variety of ways that TRACE adds value for customers in areas such as financial success, quality, efficiency and staff support. Do you have a Proof Point you'd like to share from your facility? Complete the proof point submission form at ThePowerofProof.com, and send it in. If your Proof Point is posted on our web site or published in an upcoming issue of the TRACE Times, you'll receive a \$50 gift certificate!*

**Note: Limit one per customer per quarter. To be eligible for the gift certificate, Proof Points must be submitted through the online form.*



TRACE Featured at IHI

TRACE was a featured technology at the **19th Annual National Forum on Quality Improvement in Health Care, held Dec. 9-12 in Orlando**. TRACE customer Tracy Wilson from Children's Healthcare of Atlanta presented a poster exhibit showcasing the hospital's use of TRACE to overturn more than \$2 million in denials and reallocate staff time to other critical duties. Thanks to CHOA for sharing its success!

TRACE Visits Phoenix

The TRACE team visited Phoenix on Nov. 7 for a Users Group Seminar hosted by Mayo Clinic. Attendees shared new ideas for using TRACE applications and learned about future directions for the system. Special thanks to the featured speaker, Yvonne Chase from Patient Access and Business Services at Mayo, for sharing her expertise and providing a tour of the facility.

Attendees had the following things to say about the seminar:

"Enjoyed this meeting and interaction with other users"
"Presentation really helped me understand how it works"
"Very informative learning about other hospital usage"

And here are some of their comments about TRACE:

"TRACE gives us confidence in doing our job!"
"TRACE really helps with denials and proof of conversations."
"TRACE is without a doubt something you can't work without!"

For more information regarding our Houston meeting being planned for 2008, please contact Becky Collins at beckycollins@TWSG.com or 800.864.2378, ext. 563.



TRACE Users Group Seminar at Mayo Clinic in Phoenix
November 7, 2007

Erlanger to Present at HIMSS

Rita Bowen from Erlanger Health System will give a presentation at the annual Healthcare Information and Management Systems Society (HIMSS) convention, Feb. 24-28 in Orlando. Her presentation will highlight Erlanger's use of TRACE to document routine communication and maximize revenue cycle performance. Attendees will discover:

- The necessities of effective communication management
- Ways to leverage communication for enhanced revenue cycle
- Types of routine communication that should be archived
- Technology used to capture, index and archive communication
- Results of an innovative approach to revenue cycle improvement

Come hear Rita Bowen's HIMSS presentation on Feb. 27 from 9:45-10:45 a.m. Visit TRACE at Booth #3310!



Catsup & Mustard

My Mom's Catsup

- 16 cups tomato pulp
- 4 cups sugar
- 2 cups + 2 T white vinegar
- 14 tsp salt
- 12 drops oil of cinnamon
- 12 drops oil of cloves
- 2 medium onions (whole)
- Cook 30 minutes, and can serve hot

My Mustard (goes well with meats)

- 2 oz dry mustard
- 2 T butter
- 1 T sugar
- Salt and Pepper
- Mix into a paste with boiling water until it's quite thin. Then add 2 T white vinegar. Allow to set as it cools.

Submitted by TRACE user Karen Duffy
Froedtert Memorial Hospital, Milwaukee, WI

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

NEW - TRACE Reports are here! TWSG has released the following 5 new reports in DCR Tracker:

1. Access Detail Report
2. DCR Tracker Audit by Tracking Number
3. DCR Tracker Audit by User Report
4. TRACE Usage Report
5. Trending Report

To access, simply go into DCR Tracker and click on the Administration icon, where you will see "Reports - TRACE Reports" at the bottom of the page. Reports are self-explanatory; however, if you were unable to attend the sneak peek webinars, go to TWSG.com/Training/reportswebinar.html to view the webinar recording and learn about TRACE reports.

Please note: On the reports webinar, please move the slider bar forward since the first 80 seconds cover logging in to the Live Meeting server.

Realizing the benefits of TRACE in 2008!

To be successful using TRACE, users must feel confident. Training options must fit a variety of learning styles. We've expanded our training for your staff to include online tutorials and custom instructor-led webinar and phone training courses just for your staff! These are becoming very popular because:

1. They can be scheduled at your convenience.
2. They allow your staff to train at their desk without the awkwardness of someone looking over their shoulder.
3. They also work very well in a training room utilizing a projected screen and speaker phone.

To schedule or request training, email us at Training@TWSG.com. Please specify which applications you are using and need training to cover. Webinar and phone courses can contain more than one application.

Also, online tutorials are available 24/7 for many of our applications. Visit www.Training.TWSG.com to check them out.

Would you do us a favor and post this information for your managers and staff to see?

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