AUDITING EPIC CHARGES

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BON SECOURS HEALTH SYSTEM, INC.
Objectives

- Brief overview of Revenue Cycle
- Introduction to charge capture audits
- Present EPIC charge methodologies
- Review items to watch during EPIC implementations related to charge integrity
- Share actual revenue cycle risks experienced with EPIC
- Discuss audit ideas for hot spots in EPIC charge capture
Revenue Cycle Overview
Revenue Cycle High-Level Overview

**Patient Access**
- Patient is scheduled for procedure
- Patient is pre-registered
- Authorization obtained and insurance verified

**Operations**
- Patient presents for procedure; care is documented
- Charges entered for services rendered
- Charges posted to account
- Charges are reconciled

**Coding**
- Account is coded

**Billing**
- Account passes through pre-billing edit processes
- Claim sent to payor
- Claim is paid or denied
- Adjustments and payments posted to account
Hospital Billing Revenue Cycle

- Hospital Account Created (Preadmission, Admission, or Cadence)
- Charge Capture (Clinical Applications, Interface, or Manual)
- Coding and Abstracting
- Billing is Initiated
  - HAR STATUS: BILLED
  - Minimum # of days before billing
- Min Days
- Discharge Patient (Patient left hospital)
  - HAR STATUS: DNB—Discharge Not Billed
- Patient is in the Hospital
  - HAR STATUS: OPEN
- Send Detailed Bill (Optional) and Statement to Guarantor
- Optional: Account sent to Collections
- Account Balance is $0
  - HAR STATUS: CLOSED
- Post Guarantor Payment
  - Insurance Payment Posting
  - Move remaining balance to Next Responsible Party
  - Move to Primary Payor (Secondary payor or Self-Pay)
  - Scrubbing for Primary Payor
Introduction to Charge Capture Audits
Charge Capture Workflow and Risks

- Revenue-Producing departments are responsible for complete and accurate charging, including charge entry and charge reconciliation.

- Risks include:
  - Entering charges on wrong patient encounter
  - Incomplete documentation to support charges
  - Incomplete and/or inaccurate charge capture
  - Interface issues causing charges not to post
  - Lack of reconciliation processes
  - Incorrect codes in chargemaster
Introduction to charge capture auditing

- Since the False Claims Act was passed which created huge penalties for submitting inaccurate claims, auditing claims/charges has become commonplace.
- Charge reviews attempt to verify compliance with documentation, coding, billing, reimbursement and other requirements.
- Auditing charges is NOT easy due to the complexity of billing guidelines and regulations.
Why are charge capture audits important?

- Facility reimbursement depends on completeness & accuracy of documentation and coding/billing
- Evaluate compliance with CMS & third party payor regulations – before the government identifies non-compliance!
- Review compliance with internal policies & procedures
- Provide assurance that documentation supports charges billed
- Avoid lost revenue due to missed charges
EPIC Charge Capture Methodologies
Common Charge Methods in EPIC

- Flowsheet rows
- Preference lists / Charge Navigators
- Charge Router Charge Entry
- Batch Processing
- Charge on completion
- Charge on dispense/administration (meds)
- Interfaces
# Charging in Epic

## Inpatient
- Admission/Discharge/Transfer (ADT)
- Prelude Registration
- Cadence Scheduling
- Bedtime Bed Management
- Health Info Mgmt (HIM)
- EpicCare Clinical System (EMR)
  - Clinician Order Entry
  - Decision Support
  - Results Review
  - Clinical Documentation
  - MAR
- 5 Rights Barcoding
- Clinical Notes & Pathways
- Interdisciplinary Care Plans
- ICU
- Willow Inpatient Pharmacy

## Ancillary
- OpTime OR Management
- ASAP Emergency Dept
- EpicLab Clinical Laboratory
- Radiant Radiology
- Beacon Oncology
- Cardiant Cardiology
- Stork Obstetrics
- Labor/Delivery
- Kaleidoscope
- Ophthalmology
- EpicCare Transplant
- Anesthesia

## Repository
- Epicenter Enterprise Data Repository
- Clarity Analyst
- Enterprise Reporting
- Identity Master Person Index
- Customer Relationship Management
- MobileMeds
  - Handheld Access and MAR

## e-Health
- MyChart
  - Shared EMR for patients
- Lucy
  - Free-standing PHR for patients
- EpicWeb
  - Access for providers
- MyEpic
  - Executive information home page
- EpicCare Link
  - Access for affiliates

## Ambulatory
- Prelude Registration
- Cadence Scheduling
- EpicCare EHR
  - Charting
  - Clinician Order Entry
  - e-Prescribing
  - Decision Support
  - Results Review
  - Radiology
  - Residency Support
  - Coding & Benefits
  - Call Management/
  - Customer Relationship Management
  - Nurse Triage
  - Home Health
  - Willow Ambulatory Pharmacy *
  - Welcome Patient Kiosk

## Revenue Cycle
- Resolute Hospital Billing
- Resolute Professional Billing
### Encounter Details
- **Patient:** WEATHER, WILLIAM [207776]
- **Guar acct:** WEATHER, WILLIAM [2198]
- **Department:** EMH MED SURG
- **Svc prov:** WHITECOAT, WALT

### Diagnoses
<table>
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<tr>
<th>Code</th>
<th>Description</th>
<th>Qualifier</th>
</tr>
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<tbody>
<tr>
<td>312845</td>
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### Charges

<table>
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<tr>
<th>Proc/Supply</th>
<th>Description</th>
<th>Svc Date</th>
<th>Modifier</th>
<th>Diagnosis</th>
<th>Qty</th>
<th>Department</th>
<th>Cost Center</th>
<th>Svc Prov</th>
<th>Bill Prov</th>
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<td>2700163</td>
<td>HC ACE BANDAGE</td>
<td>8/13/2012</td>
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<td></td>
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<td>EMH MED</td>
<td>SE MH SUI</td>
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<td>71100003</td>
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<td>3010002</td>
<td>HC POCT ELECTROLYT</td>
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<tr>
<td>98262</td>
<td>PR INITIAL INPATIENT</td>
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<td></td>
<td>1</td>
<td>EMH MFD</td>
<td>SF MH MED SUI</td>
<td>WHITECOAT</td>
<td></td>
</tr>
</tbody>
</table>

### Summary
- **Session Info:**
  - PB visit: 1
  - POS: EHS MODEL HOSPITAL
- **Add Charge Info:**
  - Revenue code: 
  - Referral provider: 

### Actions
- Accept & New
- Cancel & New
- Accept
- Cancel
EPIC Implementations

Implementation Risks

Recommended Mitigation Strategies

(Open Discussion)
Implementation Risks with EPIC

- Various build errors – assigning incorrect charge codes to documentation or charge navigators; general ledger
- Build/design decisions on charge methodology – auto-charging based on documentation vs. charge navigator or charge router charge entry
- Security access to charge entry, reconciliation reporting, workqueues
- Training effectiveness – charge entry, workqueues, charge correction, charge reconciliation
- Test system differs from Production
- Key is MONITORING (ADR, reconciliations, dashboards, etc.)
Recommended mitigation strategies

- IA involvement from design through implementation & beyond
  - Observe design sessions, attendance/participation, decisions; evaluate controls
  - Validate testing completeness & accuracy
    - Charge posting (all the way to the claim)
    - Reporting & resolution of defects noted
    - GL readiness
    - Interfaces – charge posting, etc.
  - Validate/monitor training completion; assess quality of training classes and department readiness
  - Validate CDM-EAP build completeness and accuracy
Go-Live Risk Mitigation – Keys to Success

- Build teams meet with each department; review charge tickets/lists from legacy system
- Average Daily Revenue prepared and monitored
- Revenue Watch reports for high-risk charges
- Log-in days; DTAR days to confirm security access prior to go-live
- Revenue Cycle Hub includes “help desk” and nurse auditors – 100% pre-bill audits
- Multi-disciplinary rounding teams daily with daily reporting/huddles
Revenue Cycle Risks with EPIC
Revenue Cycle Risks with EPIC

- Duplicate charges / Charge Router rules
- Manual charges may remain
- Workqueue activity (or lack thereof)
- Logical security (users and project team/administrator access)
- Charge entry design decisions/effect on workflows & revenue
- Charge table/map/method set-up (Willow)
More Revenue Cycle Risks

- EAP/Fee Schedule mapping errors
- Radiant verify orders errors
- Procedure master file setup errors
- Log-in department determines revenue posting
- Medication to charge record mapping errors
- Must select “HC” charges for hospital charging
- Encounters not closed/orders not completed
Potential EPIC Audits

Post-Implementation Charge Integrity Audit Ideas (Open Discussion)

Other Post-Implementation Concerns
Ideas for EPIC Charge Capture Audits

- Review # of items in charge workqueues & date last accessed
- Review claims for duplicate charges (esp. for departments which interface charges)
- Review areas where charges are not based on documentation (i.e., departments where charge navigators/preference lists are used) to look for missing charges
- Validate charge reconciliation processes
- Validate mark-up policy vs. process (pharmacy and supplies)
<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Service Area</th>
<th>Active</th>
<th>Activ...</th>
<th>Last Accessed By</th>
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<tr>
<td>1</td>
<td>MISSING REVENUE CODE</td>
<td>10 - EHS</td>
<td>YES</td>
<td>0</td>
<td>HBADM-HB_ADMIN</td>
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<tr>
<td>3</td>
<td>HIGH DOLLAR CHARGE</td>
<td>10 - EHS</td>
<td>YES</td>
<td>1</td>
<td>1-EPIC, USER</td>
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<tr>
<td>4</td>
<td>HIGH QUANTITY CHARGE</td>
<td>10 - EHS</td>
<td>YES</td>
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<td>5</td>
<td>CHARGES ENTERED PRIOR TO GO-LIVE</td>
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<td>21</td>
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<td>$0 CHARGE</td>
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<td>RX HIGH DOLLAR OR HIGH QUANTITY CHARGE</td>
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### Charge Review Workqueue

#### 5 Charge sessions (all charge sessions loaded)

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<tr>
<th>Session #</th>
<th>Account</th>
<th>Acct Balance</th>
<th>Account ID</th>
<th>Admit Date</th>
<th>Service Date</th>
<th>Procedure Name</th>
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<tr>
<td>11146</td>
<td>SMITH, AARON</td>
<td>1941.68</td>
<td>1000619</td>
<td>07/03/2012</td>
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<td>HC COLD PACK</td>
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<tr>
<td>11148</td>
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<td>11150</td>
<td>BODY, JUDY</td>
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<td>11152</td>
<td>REED, RENEE</td>
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<td>11234</td>
<td>POET, WILLIAM</td>
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<td>1000642</td>
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#### Charge Session Errors

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<th>#</th>
<th>WQ</th>
<th>Rule</th>
<th>Error Message</th>
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<tr>
<td>1</td>
<td>4</td>
<td>4 - CHARGE QUANTITY OVER 100</td>
<td>The charge quantity is either greater than 100 units or fewer than -100 units. Please review for accuracy.</td>
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</table>

#### Workqueue History for Charge

- No History

#### Charge Information

<table>
<thead>
<tr>
<th>#</th>
<th>Procedure</th>
<th>CPT®/HCPCS</th>
<th>Revenue Code</th>
<th>Diagnoses</th>
<th>Cost Center</th>
<th>Modifier</th>
<th>Qty</th>
<th>Amount</th>
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<tbody>
<tr>
<td>1</td>
<td>2700160-HC COLD PACK</td>
<td>0270 - MEDICAL/SU...</td>
<td>10009 - EMH MED ...</td>
<td>101</td>
<td>315.12</td>
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### Transaction Inquiry - 1 of 1 Account

**Totals**
- **Charges:** 2,077.00
- **Payments:** 0.00
- **Adjustments:** 0.00

**Hospital Balances**
- **Prebilled:** 2,077.00
- **Self-pay:** 0.00
- **Insurance:** 0.00
- **Undistributed:** 0.00
- **Current balance:** 2,077.00

### Charges Grouped By Revenue Code

<table>
<thead>
<tr>
<th>Rev Code</th>
<th>Description</th>
<th>Qty</th>
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<tbody>
<tr>
<td>0123</td>
<td>ROOM &amp; BOARD - SEMI-PRIVATE TWO BED (MEDICAL OR)*</td>
<td>1</td>
<td>1,228</td>
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<tr>
<td>0260</td>
<td>PHARMACY IV SOLUTIONS</td>
<td>2</td>
<td>46</td>
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<tr>
<td>0270</td>
<td>MEDICAL/SURGICAL SUPPLIES AND DEVICES - GENERAL*</td>
<td>6</td>
<td>181</td>
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<tr>
<td>0309</td>
<td>LABORATORY - OTHER LABORATORY</td>
<td>1</td>
<td>17</td>
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<tr>
<td>0410</td>
<td>RESPIRATORY SERVICES - GENERAL CLASSIFICATION</td>
<td>2</td>
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<td>0450</td>
<td>EMERGENCY ROOM - GENERAL CLASSIFICATION</td>
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<td>0460</td>
<td>PULMONARY FUNCTION - GENERAL CLASSIFICATION</td>
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<td>0730</td>
<td>EKG/ECG (ELECTROCARDIOGRAM) - GENERAL CLASSIFICATION</td>
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<td>292</td>
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### Itemized Charge Listing

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<tr>
<th>Svc Date</th>
<th>Post Date</th>
<th>Code_Description</th>
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<td>10/21/2009</td>
<td>10/21/2009</td>
<td>1230001-HC GENERAL PED ... 0123-ROOM &amp; BOARD - SE...</td>
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<td>10/20/2009</td>
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<td>10/21/2009</td>
<td>10/21/2009</td>
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<td>10/21/2009</td>
<td>10/21/2009</td>
<td>3090001-HC VENIPUNCTURE ... 0309-LABORATORY - OTHE ... 36415 (CPT®)</td>
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<td>10/21/2009</td>
<td>10/21/2009</td>
<td>4100002-HC AEROSOL TX ... 0410-RESPIRATORY SERVI ... 94640 (CPT®)</td>
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### Hospital Billing Workqueue List

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<tr>
<th>Account ID</th>
<th>Name</th>
<th>Service</th>
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<tr>
<td>8</td>
<td>HB - CONSECUTIVE ACCOUNTS MEDICAID N-Z</td>
<td>10-50</td>
</tr>
<tr>
<td>9</td>
<td>HB - LATE CHARGE MANUAL REVIEW</td>
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</tr>
<tr>
<td>11</td>
<td>HIM - UNCODED OUTPATIENT DIAGNOSTIC ...</td>
<td>10-50</td>
</tr>
<tr>
<td>12</td>
<td>HIM - UNCODED EMERGENCY ACCOUNTS</td>
<td>10-50</td>
</tr>
<tr>
<td>15</td>
<td>HIM - UNCODED INPATIENT ACCOUNTS</td>
<td>10-50</td>
</tr>
<tr>
<td>17</td>
<td>HIM - INTERIM INITIAL UNCODED ACCOUNTS</td>
<td>10-50</td>
</tr>
<tr>
<td>18</td>
<td>HIM - INTERIM SUBSEQUENT UNCODED AC...</td>
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<tr>
<td>19</td>
<td>HB - DENIALS EBCS</td>
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<tr>
<td>20</td>
<td>HB - DENIALS MEDICARE</td>
<td>10-50</td>
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<tr>
<td>22</td>
<td>HB - MISSING BID CHARGES - DAILY</td>
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<tr>
<td>23</td>
<td>HB - MISSING BID CHARGES - HOURLY</td>
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<td>25</td>
<td>HIM - WAITING FOR INFORMATION</td>
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<tr>
<td>26</td>
<td>HIM - CHARGE CORRECTION HOLD</td>
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### Seven Day History - Number of Accounts

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<thead>
<tr>
<th>Day</th>
<th>Accounts</th>
<th>Accounts Added</th>
<th>Accounts Removed</th>
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<tr>
<td>Tue (Mar 2)</td>
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<td>0</td>
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<tr>
<td>Wed (Mar 3)</td>
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<tr>
<td>Sun (Mar 7)</td>
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<td>0</td>
</tr>
<tr>
<td>Mon (Mar 8)</td>
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</table>
Other Post-Implementation Concerns

- Security access to Charge Router/Charge Entry
- Project team/Administrator security access
  - Audit trails
  - EAP/Fee Schedule updates
- CPT annual updates
Need more information?

- EPIC’s website – request an account using your business e-mail address
  - Online Learning (UserWeb’s weLearning); recommend “Life of a Charge” course
  - User Forums
  - Documents
- Ask your build team members/trainers
- Talk to end users about their concerns!
- Discuss issues with Revenue Integrity and Business Office
- Contact me with general questions!

Amy_Smith@bshsi.org
Save the Date
September 21-24, 2014

33rd Annual Conference
Austin, Texas