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Utilizing Lean Methodologies to Automate the OACC Medicare Cost Report

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Utilizing Lean Methodologies to Automate the OACC Medicare Cost Report

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Introduction

The creation of the OACC (Organ Acquisition Cost Center) Medicare Cost Report is a tedious time consuming task of data collection. The transplant financial counselors' time was spent processing claims and preparing the supporting documentation for the cost report, instead of with direct patient care. Through the implementation of multiple lean methodologies and collaboration with Populytics, a third party administrator to automate the claims processing and streamline workflows, the financial counselor has increased availability for direct patient interactions.

Findings/ Conclusions

The challenges of staff transitions, technology support, and available time were conquered to decrease the manual data entry of fourteen spreadsheet logs down to five. The financial counselor is now able to devote her time to patient care and overtime was eliminated. Our Electronic Medical Record (EMR) network transition has been a challenge to complete our automation tasks, however full transplant

2013

finance department

OACC "benefit"

plan developed

8 manual logs

EMR conversion is planned for 2016 with subsequent interfaces. The timeline below demonstrates the transition from a manual data entry to an automated process with the assistance of the Populytics providing the

The lean principles provided the structured approach to accomplish

this daunting task. It was the collaboration and commitment of the

team member's determination to accomplish the charter mission.

claims processing, adjudication and report writing.

Approach



Lean methodology was applied to the manual process of creating the OACC Medicare Cost Report Cost Report. The two day Kaizen event included Value Stream mapping prepared by the frontline, administrative, financial and clinical representatives. Each decision point in the process was analysed based on value added criteria. Twenty five areas for streamlining/automation were identified and prioritized for the preparation of the OACC Medicare Cost Report.

As the administrator supporting the adjudication of claims for the transplant program. Populytics was engaged to assist in the automation of patient eligibility, in network and out of network claims, automated report generation, OACC patient identification cards and the ability to field calls from patients and/or providers as necessary in reference to OACC rules.

aim No	E	Batch	Ref	Paid Date	Transaction Date	Incurred From	Incurred To	Received Date	Processed
en Type	To	t Chg	Inelig.	Copay	Amt Paid	Amt Withhold	Domestic	Other Unreportable Stopl	oss Reimbursable
heck Number		Renderi	ng Provider				Diagnosis	Prim. Proc.	
/lem ID:	SSN:	Last:	First	:: lı	nternal ID:				
R010101010	123-45-6789	JONES	JAN	E 1	23456e				
PAID CLAIMS									
23456789-01	A	P123	704	1/12/2015	1/12/2015	12/12/2014	12/12/2014	12/22/2014	1/9/2015
Claim	\$24	18.80	\$146.37	\$0.00	\$102.43	\$0.00	\$0.00	\$0.00	\$102.43
234567		HEALTH NETWORK LABORATORIES					585.6	80197	
23456789-02	A	N124	2	2/19/2015	2/19/2015	1/30/2015	1/30/2015	2/5/2015	2/19/2015
Claim	\$66	88.70	\$543.05	\$0.00	\$125.65	\$0.00	\$0.00	\$0.00	\$125.65
2345678	LEHIGH VALLEY HOSPITAL-CC/			-CC/17TH			585.6	R0300	
23456789-03	A	P234	61	3/2/2015	3/2/2015	1/30/2015	1/30/2015	2/12/2015	2/27/2015
Claim	\$9	90.00	\$50.60	\$0.00	\$39.40	\$0.00	\$0.00	\$0.00	\$39.40
3456789		SAM SN	MITH MD				585.6	77052	
23456789-04	A	P345	195	3/5/2015	3/5/2015	2/10/2015	2/10/2015	2/16/2015	3/2/2015
Claim	\$16	65.00	\$15.16	\$0.00	\$149.84	\$0.00	\$0.00	\$0.00	\$149.84
1567891	SALLY MILLER MD						585.6	99213	
123456789-05	A	AI234	4	6/18/2015	6/18/2015	5/17/2015	5/17/2015	6/2/2015	6/16/2015
Claim	\$14	10.00	\$26.31	\$0.00	\$113.69	\$0.00	\$0.00	\$0.00	\$113.69
5678912		LEHIGH VALLEY HOSPITAL-CC/17TH					585.6	R0300	
123456789-06	A	P456	400	8/20/2015	8/20/2015	6/9/2015	6/9/2015	8/14/2015	8/19/2015
Claim	\$22	24.64	\$79.53	\$0.00	\$145.11	\$0.00	\$0.00	\$0.00	\$145.11
789123		HEALTH NETWORK LABORATORIES LP					585.6	80197	
123456789-07	A	P678	384	6/22/2015	6/22/2015	6/11/2015	6/11/2015	6/15/2015	6/19/2015
Claim	\$14	10.00	\$83.82	\$0.00	\$56.18	\$0.00	\$0.00	\$0.00	\$56.18
7891234	JOHN DOE DO						585.6	99213	
123456789-08	A	P789	838	11/24/2015	11/24/2015	10/13/2015	10/13/2015	11/9/2015	11/19/2015
Claim	\$17	72.37	\$113.95	\$0.00	\$58.42	\$0.00	\$0.00	\$0.00	\$58.42
3912345		HEALTH NETWORK LABORATORIES LP					585.6	81001	
123456789-09	A	P891	351	10/29/2015	10/29/2015	10/15/2015	10/15/2015	10/19/2015	10/29/2015
Claim	\$26	65.00	\$204.34	\$0.00	\$60.66	\$0.00	\$0.00	\$0.00	\$60.66
912345		JOHN D	0 D0				585.6	99213	
Subtotal	\$4,35	53.71			\$851.38	\$0.00	\$0.00	\$0.00	\$851.38
Grand Total	\$4,35	53.71			\$851.38	\$0.00	\$0.00	\$0.00	\$851.38



2012 Kaizen Event

14 manual logs

registration

- 219 data points 153 data points 1 log eliminated Manual billing
- 5 logs automated in 8 hrs. OT/week Inaccurate patient
- Same workflow since 1991

7 manual logs

72 data points

processing tesetd

and verified

- 3 logs automated
- OACC "benefit" plan rolled out vs. automated

2015

- 5 manual logs 54 data points
- 2 logs automated
- New EMR imiplementation
- 1/1/16 Medicare Fee Schedule implementation.



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Implications/ Relevance

Collaboration, dedication and perseverance has been the key to the success of the project; Lean Methodologies provided the framework. Through automation, overtime hours have been reduced and increase in patient contact by the financial counselor. Populytics created specific OACC financial reports including comprehensive details required as source data for the OACC Medicare Cost report. These monthly reports are utilized by administration in the budgeting and overall program decision making process.