



# A RAC Toolkit Off the Rack for Part A and Part B Providers

9/13/2009

Seeing the big picture to solve the biggest problems in health care.

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**Ingenix Consulting**

see more. [solve more.](#)

# Discussion Objectives

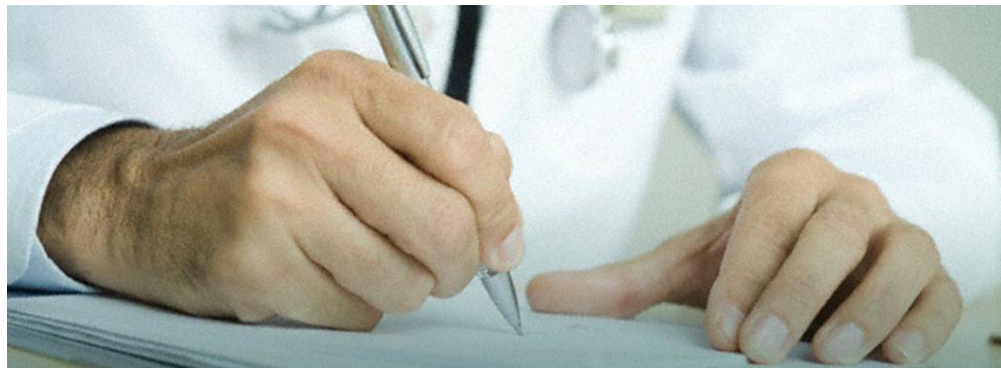
- Getting Started
- Discuss the AHIMA RAC Toolkit
- Next Steps



# Getting Started



- Many public resources available
  - > E-zines
  - > Periodical articles
- Professional association guidance
  - > American Academy of Procedural Coders
  - > American Health Information Management Association



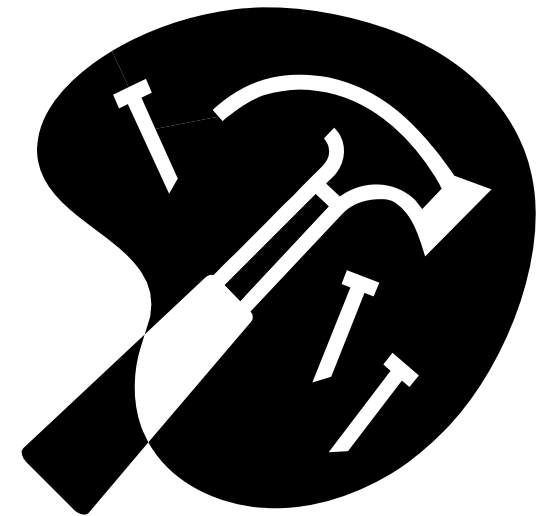
# AHIMA Toolkit



- Made publicly available in July 2009
- 64 pages
- Created by HIM professionals
  - > RAC veterans
  - > Consulting experience
  - > Various provider backgrounds
    - Physician
    - Hospital
    - Durable Medical Equipment
    - Extended Care Facilities
- URL:  
<http://www.ahima.org/infocenter/documents/RACToolkitFINAL.pdf>

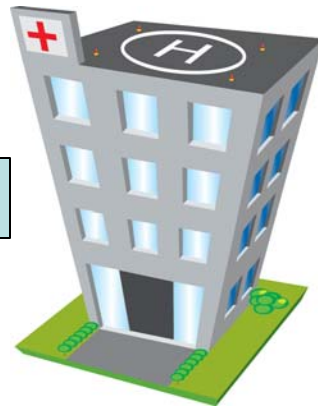
# AHIMA RAC Toolkit Contents

- RAC Background
- Audit Process Description
- RAC Team Membership
- Internal Policies and Procedures
- Preparation Checklist
- Sample Appeal Letters
- Resources

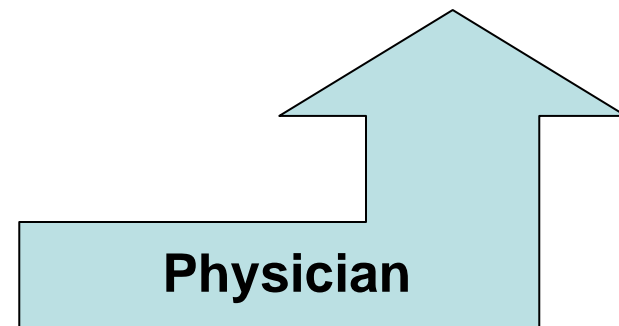


# RAC Team Membership

- Administration
- RAC Coordinator
- HIM Operations
- HIM Coding
- Physicians
- Patient Financial Services
- Information Technology
- Clinical Departments
- Case Management/  
Utilization Management
- Compliance/General  
Counsel
- Research
- Finance/Contracting
- Patient Access



- RAC Coordinator/  
Practice Manager
- Coder
- Physician
- Billing Company/Business  
Function
- Information Technology
- Accountant
- Attorney
- Front Office
- Contract Management





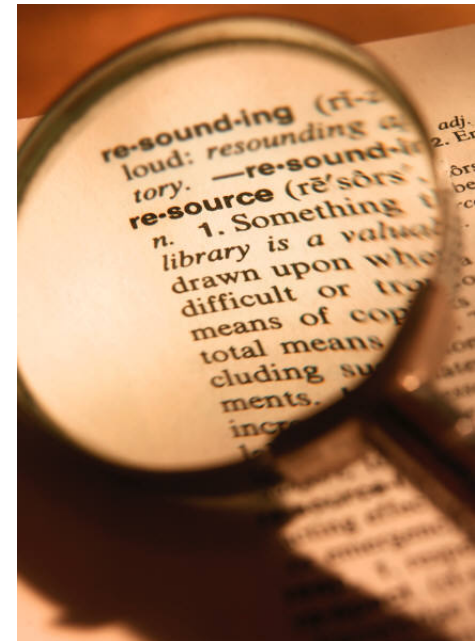
# RAC Background/Resources

## BACKGROUND

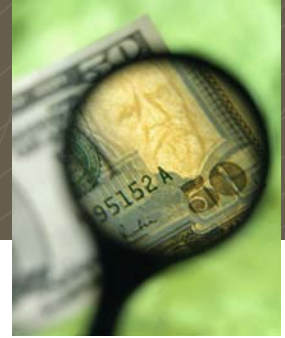
- What is RAC?
- Why the RAC was implemented?

## RESOURCES

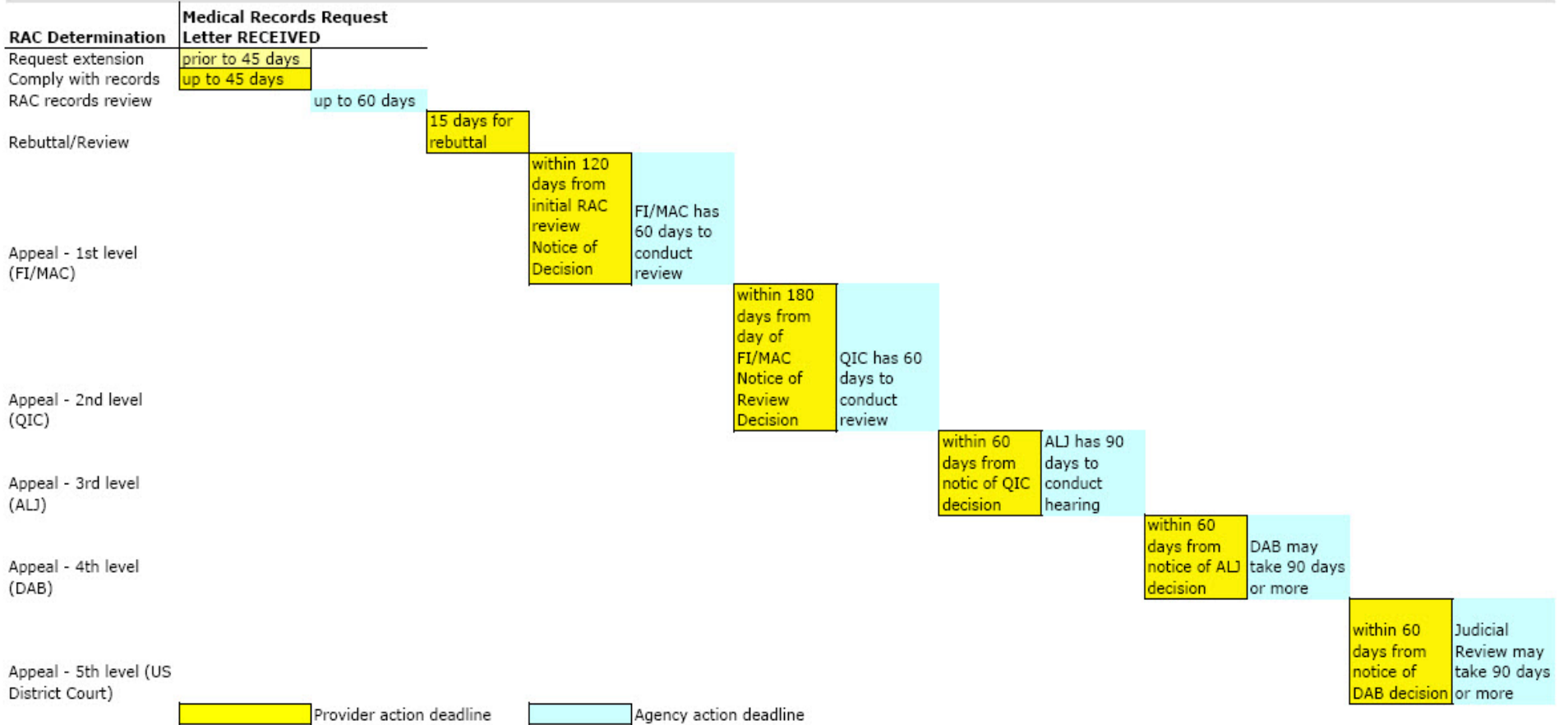
- AHIMA Education PowerPoint
- Final Scope of Work
- American Hospital Association articles
- Journal of AHIMA articles



# Audit Process Description



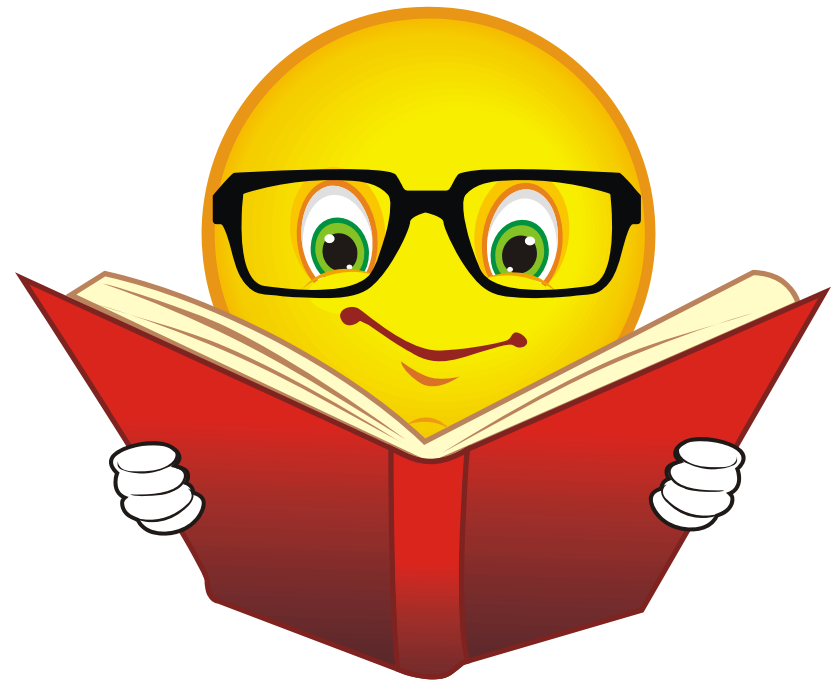
## Recovery Audit Contractor (RAC) Timelines





# Internal Policies and Procedures

- Medical Record Requests
- RAC Point of Contact/Backup
- Job descriptions
- RAC Record Tracking
- Extension Request
- Contacts
  - > RAC contacts
  - > Internal contacts



# Sample Appeal Letters

We wish to exercise our right to appeal the recent overpayment determination made by [RAC name] for the following account:

Facility Name and NPI #: #111111 Hospital A

Audit ID #: \_\_\_\_\_

Patient: (HIC#): \_\_\_\_\_ DOB: \_\_\_\_\_

Name: \_\_\_\_\_

Medical Record #: \_\_\_\_\_ Claim #: \_\_\_\_\_

DOS: \_\_\_\_\_ Service Through Date: \_\_\_\_\_

We do not believe an overpayment was made based on the following:

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# Preparation Checklist – Next Steps

- ✓ RAC Team
- ✓ Education
- ✓ Internal Policies/Procedures
- ✓ Provider Education
- ✓ Tracking Process
- ✓ Appeals Process
- ✓ Know Timeframes
- ✓ Know Vulnerabilities
- ✓ Who is Your RAC Vendor/Subcontractor



# Summary/Questions

**No Advantage in Waiting**