

Monitoring RAC Activity



RACTrac

www.aharactrac.org

Coming This Fall

Caroline Steinberg
Second National Medicare RAC Summit
September 14, 2009



American Hospital
Association

RAC Demo Findings

RAC Impact: March 2006 to March 2008

Overpayments Collected: **\$992.7 m**

Less Underpayments Repaid: (\$37.0 m)

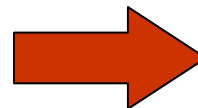
Less \$ Overturned (overpayment) (\$1.0 m)

Less FR - IHE (overpayment) (4.0 m)

Less Losses from Demo: - (\$201.3 m)

Outcome Still Unknown

BACK TO TRUST FUNDS



\$693.6 m*

*Chart does not account for many pending appeals.

**95% from
Hospitals**



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RAC Impact on Hospitals

Overpayments Collected by Quarter:



RAC Demo Findings

RAC Appeals Experience to Date

	July 2008 Data thru 3-31-08	September 2008 Data thru 6-30-08	January 2009 Data thru 8-31-08
Total RAC Denials	525,133	525,133	25,133
Overall Appeal Rate	9.0%	9.2%	9.5%
Overall Appeal Rate for Appeals	3.3%	3.4%	4.0%
Overall Appeal Rate	6.7%	6.8%	7.6%

Source: CMS, National Appeals Numbers – www.cms.hhs.gov/rac

What is the dollar value?



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AHA's RACTrac Goals

- **Fill information gap**
- **Tell Hospital story on RACs**
 - To CMS
 - To Congress
 - To MedPAC
- **Identify RAC trends**
- **Minimize hospitals' financial risk, identify areas for improvement and help survive RACs**
- **Promote inter-operability between private tracking tools and *RACTrac***



What is AHA RACTrac?

- **Web-based Survey** to Collect RAC Experience Data from Hospitals
- Unit of analysis is the hospital
 - General Medical/Surgical Hospitals including Critical Access Hospitals
 - LTCH
 - Psych
 - Rehab
- Quarterly data collection
 - Automated Denials
 - Complex Denials
 - Underpayments
 - Appeals
 - Administrative burden
- Collect both quarterly snapshot and cumulative information on RAC experience to date



American Hospital
Association

www.aharactrac.org

The screenshot shows a Microsoft Internet Explorer browser window displaying the AHA RACTrac website. The browser's address bar shows the URL <http://www.aharactrac.org/home/>. The website header features the American Hospital Association logo and the text "American Hospital Association" and "RACTrac".

Welcome

The American Hospital Association (AHA) has created RACTrac, a Web-based survey that asks hospitals to report data on their Medicare Recovery Audit Contractor (RAC) experience on a quarterly basis. AHA, State, Metro and Regional Hospital Associations as well as health systems will use the aggregate data reported by hospitals to identify trends and to advocate for needed changes to the program. Having timely and accurate data will enable AHA to tell the hospital story and report on the impact of the RAC program. All individual data reported by hospitals will remain confidential and not be shared without written permission.

Participation in RACTrac is free and open to all AHA member and non member hospitals or state, metropolitan or regional associations. Organizations must however register to participate. To register, you must obtain an organizational ID and security code for your organization. You can register to participate if you are an employee of a hospital or a health system charged with reporting on or overseeing RAC activities. In addition, if you are an employee of a state, regional or metropolitan association, you may also register to view and download data. More than one individual can register for an organization and an individual can register for multiple organizations within their system.

AHA will begin data collection once RAC audits begin. AHA will focus on collecting permanent program RAC experience data. If you participated in the demonstration (NY, CA, FL, SC and MA hospitals), AHA is only interested in the impact of this program as of October 2008 when the permanent program was rolled out. AHA is also only interested in any denials that result from Medicare Recovery Audit Contractor audits.

AHA is currently only accepting data from the following types of hospitals.

- General medical/surgical acute care hospitals (including Critical Access Hospitals)
- Inpatient Rehabilitation Hospitals
- Psychiatric Hospitals
- Long Term Acute Care Hospitals

If you have been unable to obtain your organizational ID and security code from your CEO, please contact AHA member relations at 800-424-4301. For questions about RACTrac, please email RACTracSupport@aha.org or dial 888-RAC-TR1C (888-722-8712). All other RAC program questions should be directed to RACInfo@aha.org or visit the AHA RAC website at www.aha.org/rac.

Login

Username / Email
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Contact Us

• Email Address
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Last Name
Questions/Comments
0 of 400

American Hospital Association
325 7th Street, NW, Suite 700, Washington, DC 20004
888-RAC-TR1C (888-722-8712)
RACTracSupport@aha.org

Enter Data Online

AHA RACTrac - Windows Internet Explorer
http://www.aharactrac.org/home/ Live Search

File Edit View Favorites Tools Help

Kimpton Hotels: Boutique ... AHA RACTrac

Home Feeds (1) Print Page Tools



RACTrac

Welcome "alyssa"

Please do not use the internet browser buttons (e.g., back, refresh) while in RACTrac.

[Data Use Agreement](#) | [Contact Us](#) | [Logout](#)

- Home
- Enter/Upload Data
- View Prior Data
- Reports
- Registration
- Resources
- User Profile
- Logout
- Help >

OVERPAYMENTS - AUTOMATED RAC REVIEWS

Entering Data for Hospital: **Advocate Bethany Hospital** Current Quarter: **July 01, 2009 to September 30, 2009** Entry Date: **April 01, 2009**

Overpayments (Automated) Overpayments (Complex) Underpayments Appeals Administrative Burden

CUMULATIVE THROUGH END OF THE CURRENT QUARTER

Check here if your hospital is not tracking automated claim denials.
(If checked, skip to Overpayments - Complex RAC Reviews)

Totals should reflect experience from program inception through end of current quarter

1. Total number of automated claim denials
2. Total (estimated) dollars associated with automated claim denials \$
3. Total dollars recouped for automated claim denials \$

CURRENT QUARTER

Check here if your hospital has had no new activity this quarter.
(If checked, skip to Overpayments - Complex RAC Reviews)

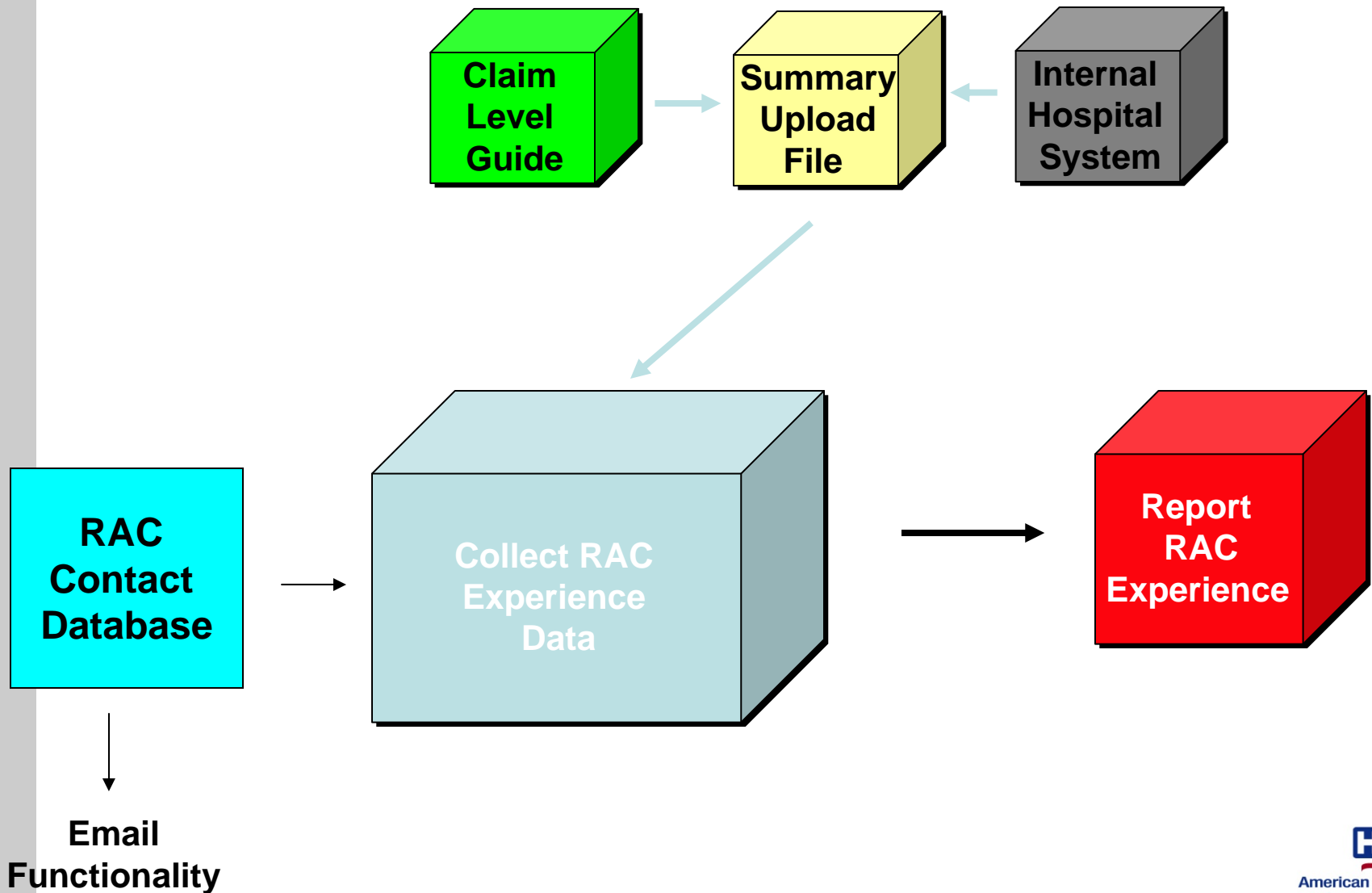
4. Indicate the service areas in which automated RAC denials have occurred this quarter.

Please select your hospital type in 4A, and then indicate the services in which automated RAC denials have occurred for your hospital this quarter in 4B and **check all that apply**

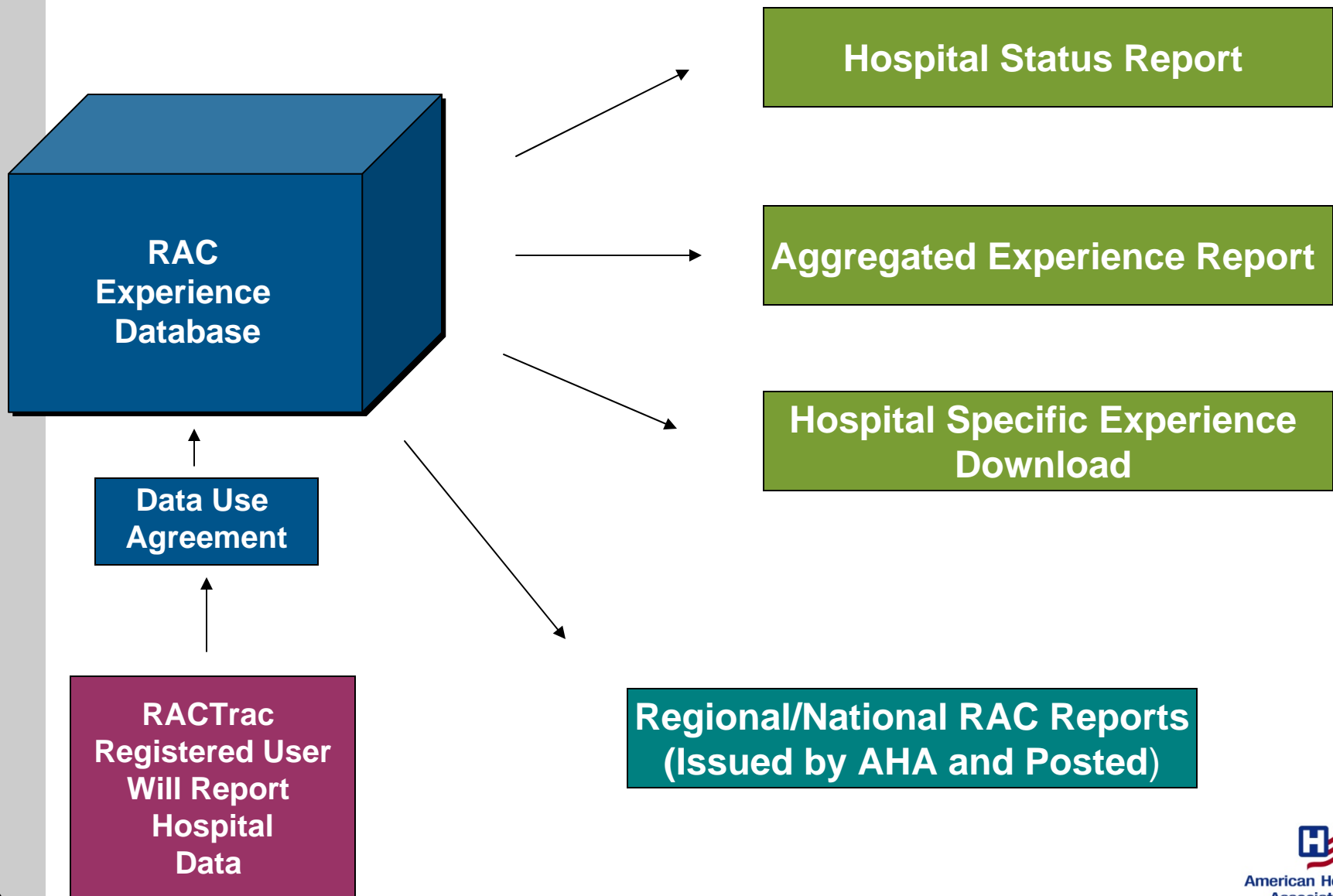
4A. Hospital Type

4B. Service Areas

RACTrac Functionality



Tools for Systems and State, Regional and Metro Association Users



Data Available in Each Report

Hospital Status Report

A CSV downloadable file with the current “status” of hospitals within your state. Variables included but not limited to, Registered User Name, RAC Activity Y or N, Start date of Activity, Reported data for current quarter Y or N etc.

Aggregated Experience Report

Aggregated summary of the RAC experience activity to of reporting hospitals in your state. Hospital Filter Available (Viewable and downloadable into CSV)

Hospital Specific Experience Download

A CSV downloadable file of hospital specific RAC experience data for reporting hospitals. This data can be used for your own data analysis.

Regional/National RAC Reports (Issued by AHA and Posted)

When appropriate, AHA will aggregate data by RAC Region and at the national level and release it to the field for advocacy purposes. Additional findings from the data will also be released for educational purposes and posted to RACTrac when appropriate. (e.g. Trends in reasons for denials)

Free Claim Management Tool

The screenshot displays a Microsoft Excel spreadsheet titled "AHA Claim and Summary Tool 03-11-2009.xls". The interface is designed for claim management and includes the following elements:

- Logo:** American Hospital Association logo (a blue 'H' with red and white stripes) and the text "American Hospital Association".
- Navigation Buttons:** A grid of buttons with "Click Here" links above them:
 - Automated Claim Review (blue)
 - Automated Definitions (blue)
 - Complex Claim Review (green)
 - Complex Definitions (green)
 - Underpayments Review (purple)
 - Underpayments Definitions (purple)
 - Summary Data (light blue)
 - SAVE & EXPORT (grey)
 - INSTRUCTIONS (grey)
- Form Fields:**
 - Hospital's Name:
 - Type of Facility:
 - Reporting period for CSV export:
- Disclaimer:** A text box containing a disclaimer about the tool's development by Booz Allen Hamilton and the American Hospital Association, stating that users accept responsibility for data accuracy and that the tool is provided "AS IS".
- Worksheet Tabs:** Overview, Instructions, Automated Claim Reviews, Complex Claim Reviews, Underpayments, Summary Data, Automated Definitions, Complex D.
- Footer:** "Ready" status bar and "NUM" label.



Available at www.aha.org/rac under RACTrac this spring

Claim Management Tool

- **Many hospitals in the demo used Excel**
- **An Excel Template to get you started in tracking:**
 - Automated denials
 - Medical record requests and denials
 - Underpayments
 - Appeals
- **Its FREE and available to all hospitals (members and non members)**
- **Check it out at www.aha.org/rac under RACTrac**
- **This tool will organize your data to report into RACTrac. (Summary Report and CSV File)**

RACTrac Compatible Vendors

- **AHA working with vendors willing to make their RAC audit tracking tools RACTrac “compatible.”**
- **A RACTrac compatible vendor tool will aggregate data for RACTrac**
 - Create file that can be uploaded directly into RACTrac
 - OR create report to assist in data entry
- **Ask your vendor – Is your tool AHA RACTrac “compatible?”**
- **See the current vendor list at www.aha.org/rac under RACTrac. The list is updated periodically.**



Why AHA RACTrac?

- ✓ **Internally tracking is essential for minimizing financial risk, identifying areas for improvement and surviving the RACs.**
 - *A claim management tool will help you organize your data*
- ✓ **Data on the impact of the RACs is essential for successful advocacy.**
- ✓ **Data on national and regional trends in reasons for denials can be used to educate the field.**
- ✓ **RACTrac is FREE and available to hospitals that would like to provide data regardless of membership**

Get Ready

- AHA will start requesting data from hospitals in fall 2009.
- Look for resources at www.aha.org/rac under RACTrac

Questions??

RACTracsupport@providercs.com