



## CASE STUDY: SSM HEALTHCARE HEALTHPORT AUDAPRO™

### SSM Health Care Centralizes Audit Management Across Seven Hospitals

*“In this new era of healthcare audits, HealthPort AudaPro keeps us on track every step of the way, making sure we’re prepared for what lies ahead.”*

*– Dawn Crump, Network Director of Compliance*

#### Problem

For SSM Health Care, a St. Louis-based health care system that provides care at hospitals throughout the St. Louis region, managing Recovery Audit Contractor (RAC) audits for seven hospitals with more than 1400 beds was a monumental effort. Leveraging lessons learned from peers who participated in the RAC pilot, their main challenge was ensuring the ability to track RAC and other complex audits across their facilities.

The organization's “homegrown” manual system was labor intensive, lacking the ability to manage the onslaught of impending audits by various programs. “We needed an automated approach to tracking, trending, risk assessment, appeals management, and ultimately preventing future denials,” says Dawn Crump, Network Director of Compliance. “Overpayments were not being consistently tracked and we had no way of knowing how much revenue was at risk.”

#### Solution

In 2009, SSM made the transition from an inefficient manual system to HealthPort's comprehensive audit management technology, HealthPort AudaPro, providing the software and process for managing all types of audits for the entire network.

Currently managing Quality Improvement Organization (QIO), MAC and RAC audit requests, SSM now has a centralized tool complete with integrated release of information management that tracks data by individual hospital. Centralization is key to operational efficiency across facilities. The centralized department enters information directly into the system. HealthPort's Release of Information teams at individual sites can pull and prepare records. Health information management professionals can then view and approve records for accuracy before they are sent to auditors. The centralized audit response team can monitor timelines, track responses and analyze trends. Information is shared with physicians advisors on how to improve documentation for medical necessity. And, the software serves as an excellent communication tool.

#### User-friendly HealthPort AudaPro functionality allows providers to:

- Integrate release of information for optimal request fulfillment and tracking management
- Automate communication and audit management ensuring that processes are streamlined and efficient
- Utilize the appeals management functionality and ensure that deadlines are never missed
- Access sophisticated dashboard management for a clear picture of audits and dollars at risk



## HealthPort AudaPro™

### Powerful Web-based audit management tool

Designed to mitigate the stress related to managing the many audits that negatively affect the revenue of healthcare providers, HealthPort AudaPro streamlines the entire audit process. With unique features like integrated release of information (ROI) management, drill down dashboards and robust reporting capabilities, HealthPort AudaPro allows for a deeper level of records management to ensure that timelines are tracked and dates are never missed. From record requests to appeals, HealthPort AudaPro puts providers in complete control of the audit process.

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