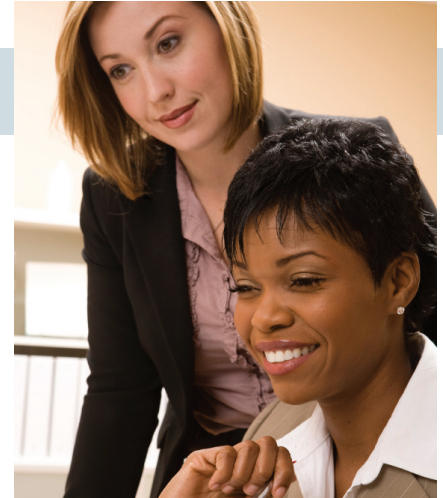


# TRISUS<sup>®</sup> CLAIMS INFORMATICS

Many providers lack an automated process for detecting potentially missed charges, or a way to reveal charge capture issues between the different systems involved in charging, coding and billing. Human error, as well as changing government and payor regulations and requirements, add another level of complexity for revenue integrity staff tasked with ensuring accurate reimbursement and preventing compliance issues.



## The Problem: Charge Capture and Revenue Integrity

As the industry moves toward value-based reimbursement and bundled payments, ensuring you are capturing all valid charges becomes critical in order to accurately analyze your service offerings to support the contract negotiation process with your payors. Nearly all providers rely on a pre-bill claim scrubber to catch bad claims before they go out, but typically have no way to audit what is missed by their pre-bill edits. If issues are detected, without charge capture technology it is difficult to predict the financial impact of issues found and prioritize accordingly, or to continuously monitor and provide reporting to the clinical departments involved.

## The Solution: Intelligent Claim and Coding Review

Trisus Claims Informatics automates coding and charge capture issue identification and resolution for hospitals and health systems. This solution helps providers:

- Identify potentially missed revenue opportunities and automate reviewing claims for completeness and accuracy.
- Uncover patterns of charging behavior to proactively identify root cause and prevent compliance issues.
- Efficiently review claims against Medicare and Medicaid regulations, commercial payor rules, Outpatient Code Editor (OCE) and Correct Coding Initiative (CCI) bundling, and other user-defined edits.

## Turn Claim Data into Actionable Information

Trisus Claims Informatics operates on Craneware's new scalable technology platform which is capable of integrating data sets across the continuum of care. Provide your revenue integrity team with actionable views into your organization's data, including:

- Predictive analytics to help detect issues early by likelihood and potential financial impact.
- Visual KPIs and familiar UB04 claim views.
- Charge capture issue trending.
- Workflow to distribute issues to the appropriate owner in the organization.
- Root-cause analysis wizard to help identify the failure points leading to charge capture issues.
- Integrated Explanation of Benefits forms, claim adjustment reason codes and remark codes explains how claims were paid in detail.

## Identify Root-causes and Behavior Patterns

Craneware has developed proprietary pattern recognition logic that is cross-referenced with more than 500 million related claims. Your staff can sort items by probabilities and prioritize claims by the greatest estimated financial and compliance risk, while avoiding false positives from reissued or voided claims.



Charge capture technology adds, on average, between 1% to 7% to a hospital's bottom line net revenue<sup>1</sup>



There can be lost outpatient charge rates as high as 20% -25% in some clinical departments<sup>2</sup>

Trisus Claims Informatics offers the flexibility to monitor vital data at any point in your organization's workflow. From the completed coding process to pre-billing and post-billing, Trisus Claims Informatics identifies a wide range of data problems, trends them, and allows your organization to achieve the visibility required to identify, address and prevent lost revenue and compliance risk:

- **Issue Types** – Hospitals and health systems can analyze all claims data based on up-to-date coding and regulatory rules, care delivery issues, and predictive analysis. Drill down to individual claim detail and prioritize by financial and compliance risk. Patient location identification logic also helps you target your reviews.
- **Beyond Outpatient-only and Medicare-only** – Issue Types include payor-specific adaptations and inpatient-specific edits not found in other revenue integrity tools.
- **Proactive Reviews** – The system reviews historical claims data for error trends. Based on the results, you can proactively submit corrections, resolve underlying sources of claim errors, and identify the source of charge capture discrepancies. All work to improve your organization's financial performance.

- **Coding Resources** – Trisus Claims Informatics puts the latest coding compliance information at your fingertips with Craneware's coding and regulatory reference database.
- **Reporting** – Trisus Claims Informatics provides flexibility in reporting with standard reports, robust filtering options, and ability to export to Excel.
- **Customization** – Create payor-specific issue overrides, customer workflows, and auto-assignment of issues.

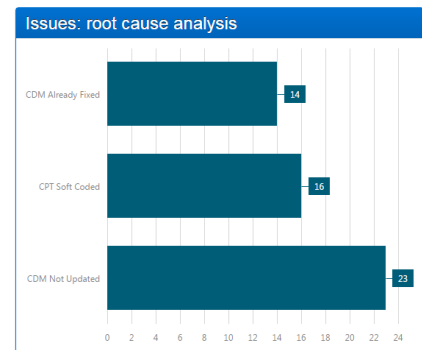
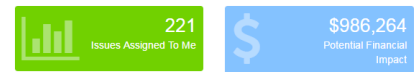
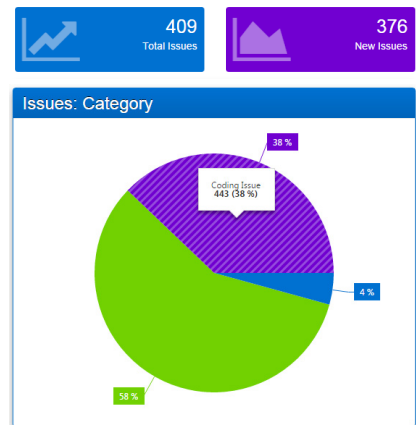
### Charge Capture Performance Improvement Services

Craneware Professional Services can provide an analytical review of initial Trisus Claims Informatics data, a summary of findings and identification of the areas of highest financial risk. Along with an onsite evaluation of the root causes of missing charges, our Professional Services consultants create an action plan based on findings and a customized process to improve charge capture, so your hospital or health system can have a sustainable process for continued charge capture improvement.

Sources

<sup>1</sup> The Business of Hospital Charge Capture, Jennifer Wexler and Kelli Bucci, 2010

<sup>2</sup> Healthcare Finance News, Focus on capturing outpatient charges, 2014



Trisus Claims Informatics automates manual revenue integrity processes, allowing staff to focus their efforts on the areas that will have the greatest impact



**The value cycle:**  
quality patient outcomes and optimal financial performance.  
Learn more at [thevaluecycle.com](http://thevaluecycle.com)



Chargemaster Toolkit® is ranked No.1 in the Chargemaster Management category for the twelfth year in a row (2006 – 2018.) in the "2018 Best in KLAS Awards: Software & Services" report, published January 2018. Data © 2017 KLAS Enterprises, LLC. All rights reserved. [www.KLASresearch.com](http://www.KLASresearch.com)



HFMA staff and volunteers determined that Craneware's Chargemaster Toolkit® meets specific criteria developed under the HFMA Peer Review Process. HFMA does not endorse or guarantee the use of this product.

### About Craneware

Craneware (AIM: CRW.L) is the market leader in software and supporting services that help healthcare providers improve margins so they can invest in quality patient outcomes. The company's flagship solution, Chargemaster Toolkit®, has earned the KLAS No.1 ranking in Revenue Cycle – Chargemaster Management since 2006 and is part of our value cycle management suite, which includes Patient Engagement, Charge Capture & Pricing, Coding Integrity, Revenue Recovery & Retention, and Cost Analytics solutions. Learn more at [craneware.com](http://craneware.com).



Email: [info@craneware.com](mailto:info@craneware.com)

Toll-free: 1-877-624-2792

[craneware.com](http://craneware.com)

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