




the
craneware
group™

Professional

Services Catalog



Professional Services team members are experts with years of experience focused on customer goals and aligned with hospital providers. We have the experienced resources you need:

- Credentialed pharmacy and 340B experts
- Nurse case managers with 25+ years' experience in case management
- Certified inpatient/outpatient coders with 30+ years' experience in auditing and coding
- Experts in patient financial services and certified health information management
- Experts in chargemaster, CDM and revenue integrity

Whether it is support to perform strategic analysis or process design, resources for a single project or a backlog, team training for ensured success, or full outsourcing, The Craneware Group's experienced, passionate professionals offer the resources hospitals need to achieve their specific goals. For more information contact us at info@thecranewaregroup.com or (888) 601-4162.



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340B & Pharmacy

340B ESP Services

Manage the 340B ESP manufacturer program for optimization. 340B experts manage the data upload; analyze manufacturer policy changes and financial impacts; investigate and validate 340B ESP rejections; and remove order blocking working closely with wholesalers, manufacturers and 340B ESP.

Recommended Frequency: As Needed

340B Program Health Check

Assess the complete 340B program to ensure it is healthy and robust. 340B experts offer insights into the program's current state, opportunities for improvement and best practices for compliance.

Recommended Frequency: As Needed

Audit Preparation

Verify 340B compliance and identify red flags. 340B experts conduct a mock HRSA audit and provide recommendations for best practice.

Recommended Frequency: Monthly, Quarterly or Annually

Contract Pharmacy Optimization

Assess active contract pharmacies and verify optimal configurations. 340B experts analyze system-level and Pharmacy Service Agreement (PSA)-level configurations to identify settings that may contribute to unfavorable capture rates.

Recommended Frequency: As Needed

Formulary Review

Revenue integrity experts ensure all components of the pharmacy revenue cycle comply with regulatory requirements by analyzing purchased NDCs, the formulary, charge description master, and revenue and usage.

Recommended Frequency: Annually

Mapping Services

340B experts evaluate and augment specific location data and payor maps and manage new CDMs and billing unit changes.

Recommended Frequency: As Needed

Orphan Drug Opportunity

Maintain and manage the orphan drug list and keep it current to optimize orphan drug prices. 340B experts evaluate and negotiate contracts, manage orphan drug lists, ensure 340B compliance, and provide recommendations on obtaining 340B-like pricing with manufacturers.

Recommended Frequency: Quarterly

Pharmacy and Revenue Cycle/ Integrity Department Education

Provide education to pharmacy employees on prior authorization, revenue cycle, denials management, revenue integrity, and end-of-year coding changes. Chargemaster experts assist pharmacy and clinical staff in understanding the full revenue cycle process to enhance and streamline workflows from point of charge to billing.

Recommended Frequency: Annually

Pharmacy-Only Chargemaster Review

Establish a clean and compliant chargemaster to shift the focus from clean-up to proactive management. Chargemaster experts assess pharmacy charge lines present in the CDM and provide opportunities for improvement and an overview of key statistics such as deleted or replaced HCPCS codes.

Recommended Frequency: Quarterly

Pharmacy Strategic Pricing Review

Analyze current pricing strategies and develop custom pricing models for the pharmacy to create a defensible pricing strategy and optimize revenue. Revenue integrity experts analyze payor mix, volume, fee schedules, reimbursement rates, payor caps, and other customized levels as needed.

Recommended Frequency: Annually

Purchasing Review

Assess purchasing to verify consistency and accuracy in accumulations and utilization. 340B experts ensure purchases made in the 340B program are compliant, accurate, and appropriately accumulating.

Recommended Frequency: As Needed

Referral Verification System™

Leverage The Craneware Group's Sentrex® platform to access referrals initially deemed ineligible, helping reclaim eligible prescriptions and capture more 340B opportunity. 340B experts provide skills and resources needed to manage the process, review policies and procedures, offer targeted strategies and opportunities for improvement, and establish KPIs.

Recommended Frequency: As Needed

Remote Management

Manage various aspects of the organization's 340B program remotely. 340B experts assist with a variety of requirements including routine auditing, mapping, compliance verification, and more.

Recommended Frequency: As Needed

Case Management

Level of Care Audit

Validate the accuracy and compliance of level of care assignments. Case management experts conduct an audit of inpatient and/or observation accounts.

Recommended Frequency: Annually

Level of Care Education

Educate staff to ensure accurate level of care assignments. Case management experts provide education to effectively operationalize each step of the level of care determination.

Recommended Frequency: Annually

Short Stay Review

Validate the level of care assigned for short stay admissions to ensure the appropriate level of care has been assigned. Case management experts validate the level of care assigned for short stay admissions (lengths of stay 0-2 days) within two days of discharge.

Recommended Frequency: As Needed

Chargemaster

Chargemaster Health Check

Assess and validate that the recommendations made following a CDM Review by The Craneware Group were implemented. Chargemaster experts conduct a health check six to 12 months following a CDM Review to validate recommendations were implemented successfully. Net new charge lines are reviewed for accuracy.

Recommended Frequency: 6-12 months Post-CDM Review

Chargemaster Maintenance Training

Achieve an accurate, complete, and compliant chargemaster. Chargemaster training experts work directly with staff and chargemaster data to achieve an accurate, complete, and compliant chargemaster. (Must have Trisus® Chargemaster)

Recommended Frequency: As Needed

Chargemaster Master Review

Establish a clean and compliant chargemaster to shift the focus from clean-up to proactive management. Chargemaster experts assess the complete chargemaster, hospital and/or physician, and provide opportunities for improvement and corrective actions for charging and coding errors including pharmacy and supplies.

Recommended Frequency: Annually

Chargemaster Process Design

Gain seamless control of all additions and changes to the chargemaster. Chargemaster experts design chargemaster management processes and decision-making protocols, secure key stakeholder commitment, and customize workflows.

Recommended Frequency: As Needed

Chargemaster Quarterly Update

Review data to uncover potential revenue and pricing opportunities. Chargemaster experts review key statistics such as deleted or replaced HCPCS codes to quickly provide opportunities. Abbreviated version of a complete CDM Review.

Recommended Frequency: Quarterly

Chargemaster Standardization

Establish a corporate chargemaster standard across the hospital system. Chargemaster experts establish a corporate chargemaster standard to ensure consistency for all core chargemaster fields, improve productivity, centralize control while retaining flexibility, and increase visibility and corporate oversight.

Recommended Frequency: As Needed

Chargemaster Year-End Coding Update

Ensure compliant billing for dates of service on and after January 1. Chargemaster experts evaluate and identify the CPT®/HCPCS annual update-related changes the chargemaster requires, and identify and report the additions, modifications, and deletions required.

Recommended Frequency: Annually

Clinical System to Chargemaster Reconciliation

Validate that the chargemaster and clinical systems are in sync to ensure optimal charge capture. Chargemaster experts validate each clinical order/performable to the chargemaster to identify discrepancies between the chargemaster and the clinical system build.

Recommended Frequency: Annually

Coding

CPT® Coding Validation

Examine diagnostic, procedure, and modifier codes for outpatient services to assess coding accuracy and identify opportunities for improvement. Coding experts assess medical record documentation, assigned codes, modifiers, and coding guidelines, and provide a detailed review.

Recommended Frequency: Annually

DRG Coding Validation

Examine DRG coding for inpatient services to assess coding accuracy and identify opportunities for improvement. Coding experts assess medical record documentation, assigned codes, and coding guidelines, and provide a detailed review.

Recommended Frequency: Annually

Emergency Department Coding Review

Assess Emergency Department (ED) medical record documentation to validate coding accuracy and identify opportunities for improvement. Coding experts focus on verification of facility ED Evaluation and Management (E&M), diagnosis, and modifier codes against facility coding policies and procedures and published coding guidelines.

Recommended Frequency: Annually

Physician Coding Review/ E&M Validation

Assess medical record documentation to validate coding accuracy and identify opportunities for improvement. Coding experts focus on verification of E&M, physician diagnosis, procedure, and modifier codes against published coding guidelines and clinical documentation.

Recommended Frequency: Annually

Denial Management

Appeal Services

Respond to denials in a timely manner to optimize revenue potential. The Craneware Group's dedicated team of Registered Nurses can assist with a backlog, work on only complicated cases, provide extra support when staff is short, or manage the entire process.

Recommended Frequency: As Needed

EMR Conversion Support

Chargemaster Master Review, Pre- or Post-Go-Live

Ensure accurate coding and up-to-date charge attributes in preparation for a new file build. Chargemaster experts establish a clean, comprehensive, and compliant chargemaster.

Recommended Frequency: Pre- or Post-Go-Live

Chargemaster New File Build

Building a CDM file for the new patient accounting system and linking it to the legacy CDM file are crucial elements of a system conversion. Chargemaster experts build the new CDM file, in accordance with the new system requirements, and create the crosswalk.

Recommended Frequency: As Needed

Charge Reconciliation Education

Charge reconciliation training ensures optimal charge capture. Chargemaster experts create policies and schedule hands-on educational sessions for capturing and reconciling charges in the new system prior to go-live.

Recommended Frequency: As Needed

Charge Validation Support for Charge Testing

Validating correct charge attributes is a necessary function of the charge testing process to ensure optimal charge capture throughout the go-live process. Chargemaster experts validate that the charges passing to the patient accounting system have all the appropriate charge attributes to ensure clean claims.

Recommended: Pre-Go-Live

Clinical System to Chargemaster Reconciliation, Pre-conversion

Validate that the chargemaster and clinical systems are in sync prior to go-live to ensure optimal charge capture. Chargemaster experts validate each clinical order/performable to the chargemaster to identify discrepancies between the chargemaster and the clinical system build.

Recommended Frequency: As Needed

Go-Live Charge Audit

Ensure post-go-live claims are accurate prior to their release. Chargemaster experts validate that all services and procedures are captured prior to releasing the claim.

Recommended Frequency: As Needed

Post-Go-Live Revenue Recovery

Failure to return to a revenue neutral state post-go-live requires extensive revenue analysis. Chargemaster experts collaborate with stakeholders to identify revenue gaps and ensure issues are resolved.

Recommended Frequency: As Needed Post-Go-Live

Revenue Baseline Creation for Go-Live Revenue Monitoring

A critical function of the pre-go-live process is establishing revenue baselines to support revenue monitoring at go-live. Chargemaster experts use legacy data to create baselines by cost center for comparisons to the new system revenue.

Recommended Frequency: As Needed

Revenue Integrity Conversion Support – **Consultative Services** (Epic, Cerner/Sorian, and Meditech)

Ensure a successful build and go-live experience with an electronic medical records (EMR) expert. Chargemaster and EMR experts assist conversion teams during discovery and go-live planning, advise on new EMR functionality and operational processes, and provide revenue integrity best-practice recommendations.

Recommended Frequency: As Needed

Revenue Monitoring at Go-Live

Analyzing new revenue to revenue baselines is required to ensure a successful go-live. Chargemaster experts conduct revenue monitoring at go-live to identify variances from expected revenue, conduct root cause analyses, and drive corrective actions.

Recommended Frequency: As Needed

Outsourcing

Business of Pharmacy Applications – **Outsourcing**

Implement, operationalize, and manage ongoing review and maintenance functions associated with the Business of Pharmacy applications. 340B experts guide and support functions to accelerate and sustain financial impacts resulting from successfully incorporating applications into revenue integrity operations.

Recommended Frequency: As Needed

Chargemaster Management and Maintenance – **Outsourcing**

Manage the chargemaster including updates and maintenance with a Best in KLAS® partner. Chargemaster experts bring the chargemaster up-to-date and manage it on an ongoing basis, including the important annual CPT®/HCPCS coding updates.

Recommended Frequency: As Needed

Success Management

Ensure project success with passionate and experienced resources. Success Managers are project managers assigned to the hospital's team for the life of a contract and provide assurance that key metrics are tracked and reported. Success Managers are typically deployed when an organization implements multiple applications in one or more hospitals.

Recommended Frequency: As Needed

Trisus[®] Claims Informatics - Outsourcing

Manage and assess the entire charge capture review process with Trisus Claims Informatics to identify lost charges. Revenue integrity experts manage the charge capture review process, provide resources to implement necessary changes and educate departments on corrective actions and opportunities to recognize the full value of every encounter.

Recommended Frequency: Ongoing

Pricing

Reimbursement Model Maintenance

Update current managed care contract rates and fee schedules in the Trisus[®] platform. Revenue integrity experts use price modeling to determine how sensitive a service is to adjustments in prices. Reimbursement modeling can also be used to populate price transparency data requirements using 835/837 files.

Recommended Frequency: When Managed Care Contract Rates Are Updated

Revenue Analytics Support Service

Ensure revenue is tracking with projected pricing models during a revenue review process. Revenue integrity experts provide strategic pricing guidance, ongoing optimization of Trisus[®] Pricing Analyzer adoption, and assurance that key metrics are tracked and reported.

Recommended Frequency: Quarterly

Strategic Pricing Review

Analyze current pricing strategies using Trisus® Pricing Analyzer and develop custom pricing models to create a defensible pricing strategy and optimize revenue. Revenue integrity experts analyze charge codes, departments including pharmacy, physician and supply, payor data, market data, and other customized levels as needed.

Recommended Frequency: Annually

Revenue Integrity

Charge Capture Improvement

Assess 837 claims data using Trisus® Claims Informatics to identify charge capture issues. Revenue integrity experts analyze claim samples, validate issues, outline trends, identify root cause(s) per department, and provide a summary of findings, an action plan, and calculated financial impact of validated issues.

Recommended Frequency: Annually

Chart-to-Bill Audit

Audit any billed or pre-billed service against medical record documentation for a hospital or physician practice. Revenue integrity experts recommend process improvements based on audit findings.

Recommended Frequency: Quarterly

Insurance Defense Audit

Review high-dollar accounts to validate all charges are captured, correct, and well documented. Revenue integrity experts conduct a detailed audit and provide results and opportunities.

Recommended Frequency: Ongoing

Operating Room Charge Level Assessment

Review operating room procedures to validate assigned levels and pricing to drive consistency and accuracy in documentation and charge capture. Revenue integrity experts align charge capture processes, policies, and procedures with best practice, identify opportunities for simplification and consistency, and recommend procedure re-mapping as appropriate.

Recommended Frequency: As Needed

Operating Room Supply Bundling

Review operating room procedures and charges to determine appropriate supply bundling for each procedure. Revenue integrity experts recommend claim edits to prevent denials, assess current charge capture processes, policies, and procedures, and recommend appropriate charge bundles.

Recommended Frequency: As Needed

Revenue Integrity Program Build and Support

Build a sustainable revenue integrity program to ensure compliant, accurate and correct charge capture. Revenue integrity experts provide training and create policies and procedures.

Recommended Frequency: As Needed

Supply Chain

Item Master Review

Conduct a complete review of the item master to ensure correct claims and optimal reimbursement. Revenue integrity experts validate correct CPT®/HCPCS and revenue code assignment, GTIN assignment, and chargeable/non-chargeable status.

Recommended Frequency: Annually



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