

# Trisus Chargemaster

## Frequently Asked Questions

### **Q. What is Trisus Chargemaster?**

Trisus Chargemaster is an upgrade to Chargemaster Toolkit moving functionality to the Trisus Platform.

Trisus Chargemaster is the next-gen version of Craneware's chargemaster management solution bringing together the robust functionality of Chargemaster Toolkit with the power of Trisus.

Designed with the user in mind, Trisus Chargemaster enhances efficiency in workflow, provides collaboration across clinical and financial team, and broadens communication relating to the daily work specific to the user.

Providing a comprehensive way to manage the chargemaster, Trisus Chargemaster helps discover:

- Increased productivity through automation of key processes
- In depth Chargemaster Analysis
- Reduces compliance risk
- Pricing Integrity Analysis
- Ability to easily collaborate between clinical and financial areas
- Access to integrated regulatory reference and chargemaster experts

Our goal is to help customers preserve a healthy chargemaster, protect revenue from audit take-backs, and optimize revenue. Trisus Chargemaster makes it easy to maintain and sustain a complete, correct, and compliant CDM through increased collaboration and automation of time-consuming activities to raise and approve change requests.

### **Q. Why do I need Trisus Chargemaster when I have Chargemaster Toolkit?**

Trisus Chargemaster is a complete web-based application offering the following benefits:

- Web-based access to CDM with minimal IT involvement
- Replaces LiteView with web-based access from any device, making it easier for clinical departments to be more accountable for their service line revenue and compliance, request code changes, and CDM Staff to provide access to the chargemaster to various stakeholders.
- Easily change between Professional and Hospital CDMs and Reference information
- Dashboards to highlight risks, opportunities, and status
- Access to the CDM with view capabilities
- Easy-to-use Change Request workflow specific to departmental needs;
- Reference search providing web-based coding, pricing, regulatory, and compliance research.
- Trisus Integration updates your Patient Account System (PAS)/ Electronic Health Record (EHR) to ensure it is in sync with your CDM
- Ability to customize change request forms

- CDM Health Dashboard and trending lines highlight areas with issues/quick wins for you and your team to take action
- New functionality delivered every two weeks

### Q. How are Users defined in Trisus Chargemaster?

User	Functionality	Benefit	Job Function
<b>Reference</b>	Users that need quick access to comprehensive clinical, coding, financial, and regulatory reference data	Fast, easy, one-stop shop for reference; accurate coding and charging; improved collaboration between clinical and financial staff	Billers, coders, patient access, CDM coordinators, directors, VP, CFO
<b>Collaborate</b>	Users that need to view the CDM, request new codes and code changes to the CDM, and access to reference data	Fast and easy; customized forms specific to dept needs; one-stop shop for reference; improved communication and collaboration between clinical and financial staff	Clinical departments, patient access, decision support, revenue integrity, physician, etc.
<b>Power</b>	Users that manage CDM content as the main part of their job in the organization including sync with PAS, manage users and workflow, access reference data	Fast, easy, customizable interface; Dashboard highlights issues for quick resolution; one-stop shop for reference; in-depth features to create a complete, correct, and compliant CDM	CDM manager, revenue cycle manager
<b>Wisdom (advanced functionality for Power Users)</b>	Users taking data and making data-driven, informed decisions throughout the CDM management workflow	Dashboard highlights issues that need resolution; data can be shared across depts enhancing collaboration and communication	Power users, Facility Leadership

### Q. How does Trisus Chargemaster work with Chargemaster Toolkit?

We are evolving Chargemaster Toolkit into a web-based app, Trisus Chargemaster. In this iterative process, we are working on a fast, seamless sync between the desktop and cloud app, removing the local data repository, and creating a hosted-only mode.

At this time, Chargemaster Toolkit syncs data on a daily basis to Trisus Chargemaster. The local data repository is still live on the customer site, servicing as the “source of truth” for your CDM.

With this upgrade the “source of truth” for your CDM is now in the cloud. Chargemaster Toolkit becomes faster – accessing from and saving data to our Trisus platform also allows that content to integrate seamlessly with your other Trisus applications.

*Note: Customer IT involvement not needed to upgrade. For customers using Chargemaster Toolkit, we do not recommend removing your local repository without first talking to our Customer Support team.*

**Q. What functionality will Trisus Chargemaster users see?**

With Trisus Chargemaster, you can easily onboard clinical and revenue integrity users to easily access the chargemaster and change request management. The new user interface allows users to quickly submit change requests online. Additionally, users can access reference information in the CDM through either the Reference Assistant search function or by expanding the Reference Data on a selected charge line item. Other features include:

- Enhanced look and feel – easy to train and use
- Powerful, fast search capability – search results display quickly
- Audit trails – detailed audit trails of user activity
- Dashboards highlighting areas with issues – quickly drill down to areas for quick wins
- Custom Change Request forms – create custom forms specifically for department needs
- Collaborate View for clinical users – limits information seen by non-revenue cycle departments
- Access to Reference data on Trisus – no need to switch to Online Reference Toolkit for most coding information
- CDM maintenance integrated with robust workflow capability
- Automated data integration and enhanced reconciliation to PAS

**Q. What business problems does Trisus Chargemaster solve for existing customers?**

- Designed with the user in mind to improve collaboration across the organization
- Reference, Collaborate, and Power user functionality helps users easily complete daily activities
- Web-based access from anywhere
- Fast access for the end user
- Simplified user experience
- Easy, streamlined process for change requests
- Professional and Hospital CDM in one place
- Ability to customize change request forms based on department needs
- Promotes department accountability providing the ability to view the chargemaster including revenue and usage
- CDM Health Dashboard and trending lines highlight areas with issues/quick wins for user to take action
- Integrates reference data in the app for one-stop-shop research
- Complete audit trail
- Collaborate view for users that only need change request and research access
- Automates loading of CDM data into other Trisus products, such as Trisus Supply

**Q. How do I train my staff?**

Your Customer Experience representative will help craft a specialized training program for your staff. On-demand training courses have been created and are available in [Craneware Academy](#). Once you have logged into the Academy, search for Trisus Chargemaster and select the course titled “TCHG-101”.

When new features are released in Trisus Chargemaster, pop-up guides will alert users to the new feature and provide a quick walk-through to understand how the new feature works.

**Q. Will this upgrade change my current processes and workflows?**

One of the first steps will be to setup and automate your CDM data merge configuration on Trisus. Your Customer Experience representative will work with you to understand your current workflow processes and develop a training plan customized to your organizations need.

**Q. What files does Trisus Chargemaster receive from facilities?**

All files that are accessible in Chargemaster Toolkit and Physician Reference Toolkit are available in one location and will be migrated to Trisus Chargemaster with zero customer IT resources involvement.

**Q. How do I start merging in Trisus Chargemaster?**

Your Customer Experience representative will work with you to schedule a technical call with your resource responsible for producing the CDM data extracts. Trisus uses an SFTP process for the transmission of data to Craneware. You will require an SFTP client, such as WinSCP or Filezilla, and to have identified the main IT resource that will be responsible for your SFTP set up. Working with Craneware Support, we will provide secure login credentials so that your IT resource can gain access to your unique SFTP configuration and send CDM data extracts.

**Q. Is there a charge or change to my contract to upgrade to Trisus Chargemaster?**

No, there is no charge or change to contracts. This upgrade is included in your existing contract.

**Q. What makes Trisus Chargemaster easy to use?**

- Designed with the user in mind, integrating customer feedback
- Access available via the web from any device
- User interface simple and easy to implement, train, and use
- Fast navigation and search response time
- Quickly open and move between files
- Simplified tab and issue views
- Customized change request forms
- Supervisors control which columns and departments users will see
- CDM Health dashboard identifies issues and quick wins
- Reference data in-app to provide a one-stop-shop for users

**Q. How long of a time period should I expect between upgrading and realization of financial impact?**

We convert a hospital to Trisus Chargemaster with minimal IT effort and resources. Craneware has created a new process to convert data from Chargemaster Toolkit to Trisus. Once the convert process has started, the customer can view the chargemaster in just a few hours.

Once a customer is live in Trisus Chargemaster, we expect about 1-2 hours of supervisor training. Customers may need time to implement additional operational changes such as user adoption and workflow for change requests.

**Q. Will the Data still be on my local repository/behind my firewall?**

Once the data conversion is complete, the data will sync up to Trisus Chargemaster, and that duplicate copy will be stored in the cloud. Your data will not be leaving the USA. We have partnered with Microsoft and have adopted their Azure platform for our Trisus solutions. Per our agreement with Microsoft, only US-based data centers will be used to support Trisus applications. As is the case today, there may be the occasional instance, such as troubleshooting an issue, where we may ask you to provide a sample of your data to the Craneware Support organization in the UK.

Craneware also has HITRUST Certification, where HITRUST conducts an independent audit of specific requirements across 19 domains, ensuring Craneware's data protection processes and protocols are compliant with a comprehensive set of measurable controls.

**Q. Why do we have to complete the Conversion process?**

The conversion process synchronizes your CDM data to the Trisus platform and populates it in Trisus Chargemaster allowing it to be accessed via the web from any device. Going forward, when accessing your CDM, it will open data from and save to Trisus rather than the current network location. Your chargemaster data and user management profiles will continue to sync to Trisus with each save. A conversation step during a Chargemaster Toolkit upgrade is very common, there have been three releases in the past 12 months that have performed changes to the underlying database or reformatted the audit trail. This conversion step looks no different.

**Q. Does Trisus Chargemaster work with Citrix?**

Yes. We have moved multiple customers to Trisus Chargemaster that utilize Citrix without issue.

**Q. Can my team still work in Chargemaster Toolkit?**

Yes. Users can still work in Chargemaster Toolkit just as they did before the upgrade. However, Chargemaster Toolkit is being moved into maintenance mode, which means product releases and updates will not include any new features.

Craneware will be adding all new features to Trisus Chargemaster. We are excited to bring this enhanced experience to you and want you to benefit from the cloud-based version in user experience, speed of data, and other great functionality to help you keep your chargemaster correct, complete, and compliant.

**Q. What are Trisus Chargemaster customers saying?****Overall experience with migration:**

The migration to Trisus Chargemaster was painless, and the integration with Chargemaster Toolkit is lightning fast. Change Requests show up in Chargemaster Toolkit immediately, and if there is an issue with the code, it is already flagged. So the process is not only fast, it is smart. - *System Data Integrity Manger*

As Chargemaster Analyst, I consider the end users of Trisus Chargemaster my customers, and they have welcomed the move to the cloud with open arms. They have had such a positive experience with the new app saying it is user friendly, easy to understand, and has an uncluttered layout which makes navigation simple. – *Chargemaster Analyst*

### **Layout, navigation, features:**

My team's overall impression of Trisus Chargemaster has been great. This app is intuitive, a one-stop-shop where everything is in one place and the reference material is right in front of you. It really has been a very nice experience for our users. - *System Data Integrity Manger*

The ability to customize the Change Request forms is a huge time saver. The end users have the basic information they need at their fingertips, and they no longer have to dig around for reference data. They also appreciate the forms are tailored to their department, some with only five required fields, making it an easy process for them to adopt. I am finding information more quickly in Trisus Chargemaster which helps me discern the charge needs more quickly. – *Chargemaster Analyst*

### **Change Request customization:**

The ability to customize Change Request forms is a great feature. The forms can be tied to specific facilities and required fields tailored to a department's needs. The forms are easy to create, and they make it easier for the end user to provide the information needed for a new charge or a change to a charge. - *System Data Integrity Manger*

We did not need to involve our internal IS department in the migration to Trisus. We are not tying up IS resources with our requests, so they are able to focus on other internal needs. For me, not having to wait for days for IS tickets to be addressed, and no longer being the liaison between my team and IS, has been a time saver for all of us. I have more time to dedicate to chargemaster activities which is fantastic! – *Chargemaster Analyst*

### **Collaborate User view:**

The collaborate view is great - it provides the end user the information they need, keeping the process simple. - *System Data Integrity Manger*

The users of Trisus Chargemaster commented they only want to see the basic data, CPT code descriptions, and charge amount. So the feedback on the Collaborate View from users has been 'less is more'. – *Chargemaster Analyst*

### **Moving to the cloud without IT resources:**

Moving to the cloud has been great, especially the fact that we did not need IT resources. In the past, I've had to submit tickets to IT to assist with ActiveX which has been a slow and cumbersome process for us. Some weeks I've had to spend a portion of my day, a few times a week, dealing with IT and ActiveX issues. With Trisus Chargemaster, these issues no longer exist, saving me and our IT team time. - *System Data Integrity Manger*

I want to thank Craneware for developing Trisus Chargemaster. This migration is already a huge time saver, giving my users flexibility to search reference data in the app. It's freeing up precious

time for me and the CDM team to manage our other responsibilities outside of coding. In other words – Trisus is the BOMB!!! – *Chargemaster Analyst*