

Boca Raton Regional Hospital

Boca Raton, FL

Streamlining Government Recovery Audits through esMD

Challenges of Managing Audit Requests

With a patient population that is more than 65 percent Medicare, Boca Raton receives an enormous volume of audit and information requests requiring the hospital to submit additional documentation in support of Medicare claims. Boca Raton's paper process for audit responses presented significant financial and operational challenges for the hospital, including:

- Hard costs of paper, toner, shredding, storage and postage
- Labor costs associated with manual data gathering efforts
- Costs related to untimely submissions and lack of response to audits

Objectives for esMD Implementation

Boca Raton implemented esMD (Electronic Submission of Medical Documentation) to facilitate faster processing of audits by accomplishing the following:

- Ensure efficiency when responding to time-sensitive audits versus sending records through the mail
- Ease administrative burden audits cause for hospital staff
- Increase quality assurance and compliance of business office and other revenue-driven departments
- Integrate information from different systems, such as lab and billing, helping the hospital ready itself for future revenue reporting activities related to quality, efficiency and claims-based programs
- Ensure that physical records never leave the hospital



400-bed not-for-profit hospital

Over 700 primary and specialty physicians on-staff providing preventive and acute hospital care

1,900 Staff

esMD for Financial and Operational Improvements

Vyne Medical collaborated with Boca Raton Regional Hospital to implement a paperless process for their audit responses, leading to \$3 million in savings.

"We save a lot of time. More and more payers are requiring audits before they will pay and even after they pay. Hundreds of requests from payers every month to prove that we provided the services that we billed for by way of submission of the record. It used to take us hours and hours. And all that was involved in getting the records to payers can now be done in seconds or minutes. It has been a tremendous time savings. Just unbelievable."

Rudy Braccili

Executive Director,
Revenue Cycle Services

Benefits of esMD Implementation

Since implementing esMD, Boca Raton has experienced numerous financial and operational improvements, saving millions for the hospital.

QUICKER PAYMENTS

Payment turnaround for Medicare reimbursement improved from up to 4 weeks with a paper process to as few as 6 days with esMD.

REDUCED LABOR COSTS

Eliminated need to print, mail, fax, scan and copy data.

REDUCED HARD COSTS

Eliminated shipping and handling expenses related to Medicare audits.

SECURE SUBMISSIONS

HIPAA-compliant transactions secured with electronic audit trail.

DECREASED DENIALS

Reduced untimely record submission and rework requests.

By exchanging medical documentation through esMD, Boca Raton has eliminated the administrative burdens of managing records to support Medicare claims. More timely reimbursements from Medicare have greatly improved Boca Raton's financial outlook, resulting in a total savings of \$3 million for the hospital.

Why esMD?

- Eliminates the requirement of sending paper medical documentation to support claims, audits and appeals
- Creates a secure electronic mechanism allowing for the compliant exchange of medical documentation
- Enables electronic tracking of all information exchanged
- Facilitates quick and secure responses to time-sensitive audits