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Optum chargemaster solutions help a hospital improve maintenance and reduce rejected claims

Community hospital center leverages Optum Enterprise ChargemasterExpert.com to maintain chargemaster accuracy and address coding errors

Challenges

The Prowers Medical Center coding staff needed a solution to resolve incorrect revenue and CPT® codes, and streamline code edit processes to enable charge description master (CDM) consistency and accuracy. Several of the staff had access to the chargemaster, resulting in items being overwritten without documentation. Addressing all of these issues would also help reduce claim denials caused by expired codes or missed coding revisions. The hospital's existing coding tool was primarily for reference and lacked chargemaster maintenance functionality.

Working with Optum

In its initial analysis of the hospital's CDM, Enterprise ChargemasterExpert.com identified 262 critical edits out of 12,171 charge lines. In addition to addressing these errors, the coding staff has expedited code edits and substantially reduced time spent manually reviewing the hospital chargemaster. Jessica Hays, patient financial services analyst and chargemaster coordinator, credits Enterprise ChargemasterExpert.com with eliminating time spent searching through multiple resources to verify codes. She and her team use it daily to update any flags that come back in the system on chargemaster issues and to respond to requests from billers and others in the hospital to review and reconcile chargemaster discrepancies.

Time spent on chargemaster issues has been reduced from four hours a day to 30–45 minutes a day. Time spent adding new items to the chargemaster takes no more than 30 minutes. After making initial changes to the CDM from the Enterprise ChargemasterExpert. com recommended edits, there was a 66% reduction in CDM-related email requests between departments. It's also helped the staff share reporting with managers on chargemaster edits.

Prowers Medical Center has provided the community of Lamar, Colorado, complete and compassionate care since 1920. In addition to traditional health care services, the hospital offers radiology services, specialty care, advanced emergency care, rehabilitation gym and outpatient sleep study center.

Solutions and valuable results across teams

Since it first began using Enterprise ChargemasterExpert.
com, the coding staff has noted both significant decreases
in chargemaster errors and time staff must spend correcting
them. They've also seen a significant decrease in the number of
denied claims. The coding staff isn't the only team at Prowers
to use Enterprise ChargemasterExpert.com — the compliance
staff also relies on the tool for Key Performance Indicator
(KPI) reporting. The pharmacy staff leverages another Optum
solution, DrugReimbursement.com, to verify coding and billing
for drug reimbursement.

> **"My job would be a
> lot more stressful
> than it is right now
> without these tools."**
>
> — **Jessica Hays**
> Patient financial services
> analyst and chargemaster
> coordinator

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