Payer Provider Collaboration

Building Bridges

HIMSS
CENTRAL & SOUTHERN OHIO Chapter
Agenda
What is Collaboration?
Challenges
Current Analog Workflows
Digital Workflow
Q&A
What is Collaboration?
HEALTHCARE RUNS ON FAX

AMERICA RUNS ON DUNKIN
Faxes in Healthcare

Cost/Expensive
Not Secure/Hackable
Poor Quality of Image and Data
Non-Collaborative form of Communication
...and universally hated
Cost

Providers
MGMA: $21.34 per record
Cash Flow: Delays up to 30 days for claims
Denials and Appeals

Payers
$15-50 per record
Provider/Member abrasion
“Chaos” around unsolicited attachments
Chart Pull Cost for care management
Patient Care
More Records Being Requested

90% of surveyed physicians reported that prior authorization sometimes, often, or always delays access to care.

Need for improved care coordination, continuity of care, transitions of care, care management, support Alternative Payment Models.

Average practice burden: 37 prior authorizations per physician per week, which takes a physician staff an average of 16 hours to process.
Additional Challenges

Providers

- Payer Lost charts/Multiple Requests for same chart
- Postal mail = worst, fax = less worse, Portals not much better
- Payers - Quality of Data and images poor
- No EDI standard for Claims Attachments
Current methods for collaborating on Medical Documentation
“Culture eats strategy for breakfast, but workflow eats everything in healthcare”

Rich Roth, Chief Strategic Innovation Officer for Dignity Health
Current Payer/Provider Workflows

• Manual
  – Paper via snail mail
  – Fax
  – Secure email
• Semi-Automated
  – Portals
  – File Sharing Web sites
  – ESMD
  – Direct Messaging
• Automated Workflow
  – EDI (X12 275/277/278 + CCDA)
  – Mackinac
Create letter requesting medical documents

Solicited Med Rec Request Current, Manual Workflow

12-18 days

Payer System

Create letter requesting medical documents

Cart delivers letter to ROI department

12-18 days

Payer

Approve

Nurse Review

Deny

Provider

Claim Examiner

Work Basket

Mail Cart

Mail Room

Print Shop

Mail Room

Nurse Review

Deny

Provider

Mail Room

Sort/Prep & Scan

Cart delivers letter to ROI department

Create medical record PDF

Print Shop

Mail Room

Mail Room

Sort/Prep & Scan

EMR

Print Shop

Mail Room
Manual
Paper/Mail, Fax & Secure email

- Access
- Simplicity
- Common understanding
- Flexible Workflow

- Expensive (Labor)
- Low Quality
- Security
- No assured delivery
- Not collaborative/conversational
Semi-Automated Portals, File Sharing Web sites, ESMD & Direct Messaging

- Secure
- Higher Fidelity Data and Documents
- May speed issue resolution
- Works with Payer workflow

- Complex (ID + PW) and difficult for Providers (workflow)
- Requires IT investments
- Inflexible
- Expensive (Labor)
- Not collaborative/conversational
- Limitations in number, size and types of attachments
Automated Workflows
EDI (275/277/278) & Mackinac

- Reduces costs
- Highly Secure
- Leverages Existing Infrastructure
- High Fidelity Data and Documents
- Likely to speed issue resolution
- Work with Payer AND provider workflow*
- Collaborative & Conversational*
- Flexible*

- Requires standards adoption*
- Requires IT investments*
- Requires adaptation to payer and provider workflows*
What does Healthcare Collaboration in the Future?
Example Collaboration Workflow

1-3 days

Payer

- Manual
- Semi-Automatic
- From Print File

Provider

- ROI Request Queue
- EMR

Workflow Cloud Tracker (No PHI)

Phone Book, Status, Confirmations, Audit Trail, Reporting & Admin

HISP or Clearinghouse

eForm (w/Medical Records)

Workflow

Nurse Review Queue

eForm (w/Letter)
Act 1 - Health Plan
Act 2 – Health System
Collaboration - Looking Forward

**Payer**
- Solicited and Unsolicited Claims Attachments
- Prior Authorizations
- Appeals
- HEDIS
- Risk Adjustment
- UM/CM/DM

**Provider**
- Solicited and Unsolicited Claims Attachments
- Prior Authorizations
- Appeals
- Care Coordination

**Other**
- DME
- Home Health
- SNF
- Government
- HIEs
Learning Goals

What is Collaboration?

Challenges

Current Analog Workflow

Digital Workflow
Frequently Asked Questions

When will CMS require EDI?
What is the status of OnBase Mackinac?
What have I learned in 4 years on this problem?
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