

THEN & NOW WITH  
**CAVO**®

## Health Plan Covering 1M+ Lives Advances DRG Review Team Productivity.

CAVO®'s ability to search within the medical record using predefined or user-defined searches caught this team's attention as an immediate solution to their biggest medical record review pain point. They had found a better, more efficient way to find decision data in large inpatient charts.



Our team's biggest pain point was combing through those "chubby charts" for hours looking for a tidbit of information needed to complete a review, with no way to search for it within the medical record."

– Manager, Reimbursement Integrity Unit



### Chasing the Records

The record intake team gathers the medical records by utilizing third-party electronic delivery services, obtaining encrypted disks from the facility, accessing the facility's electronic portal, or visiting the facility on-site.

Continue reading  
the case study  
on the back.





## Reviewing the Records

### THEN

The assigned reviewer accesses the medical record from the appropriate location.

If a reviewer was performing this review on-site within the EMR, the reviewer could perform simplistic searches. Otherwise, without any search functionality reviewers paged through records looking for data points — often spending hours to locate that specific information.

### NOW

The review team opens the medical record within CAVO®. The entire team utilizes CAVO® to perform DRG reviews with ongoing support from the CAVO® Client Experience team. Plus, departmental leadership has leveraged CAVO® to develop review best practices and standardize the intake-to-QA process. Additionally, the Client Experience team leads monthly team meetings that often include increasingly complex search tips and tricks designed to further enhance DRG review productivity gains.



## Summarizing Findings

### THEN

Next, the reviewer made a determination, typed a summary in a departmental tool specific to discrepancy reports, and sent the results to the hospital.

### NOW

The reviewer uses the CAVO® search functionality to quickly find the needed decision data, regardless of the record's size. While corporate policy still requires using the discrepancy reporting tool for summaries, departmental leadership is eyeing the CAVO® Letter functionality.



## CAVO® Results

After the initial training and adoption period, the DRG review team completes reviews faster. As a result of the associated productivity and efficiency lifts, the team improved its overall case workload, which has increased revenue and provided bandwidth for pre-pay review initiatives — without additional FTEs.