National Payment Integrity Vendor
• **Utilization Review**   • **DRG Validation**

With medical records running hundreds of pages long, auditing claims can be a time-consuming manual process that requires utilizing higher skilled clinical staff. This national payment integrity vendor was tasked with decreasing costs and ensuring appropriate reimbursement. They knew if they could just increase their workflow efficiency, they could tackle two primary challenges: **Reducing the time to review claims and improving the analytics that target claims for review.**

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> **- DRG Auditor**

Problem

The average size of a record obtained for DRG validation or medical necessity review is 230 pages. This vendor does not have access to the EMR systems, these records generally are scanned images without the convenience of indexes and searchable text.

As a result, once the record was received, coders and nurses were manually combing through the record to determine if a denial was warranted. Moreover, clinicians often were spending a significant amount of time on a record only to determine there was no finding.

The existing workflow was rife with the potential for overlooked details and wasted time. The vendor needed to implement a more efficient process without sacrificing quality to stay competitive in the industry.

Solution

The DRG validation and Medical Necessity review teams started using CAVO's solution to store, view, search and create their reviews. Within minutes of loading a large record, the auditors could search for any information they needed to make their determination by leveraging the easy-to-use search engine.

Unlike most document management systems, users are not limited to just the out-of-the-box indexes. The teams are able to save search queries so items that need to be accessed frequently are available at the push of a button. This workflow improvement reduced what was once an hours-long review of 230 pages to an average of just three searches per audit.

According to a DRG auditor, "I love CAVO as it is becoming easier to define my searches and move faster to find valuable cases."

Results

Within just 30 days, CAVO dramatically improved the vendor's staff productivity. DRG auditors and medical necessity clinicians saw an average of 46% average increase in the number of claims reviewed.

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The Future

After experiencing success in streamlining their claims review process, the vendor is expanding into CAVO's machine learning platform. CAVO's open API connection allows for data scientists to run algorithms on non-discrete data within and across the records to enhance their analytics.

"We can't wait to leverage this new functionality to improve our inventory and even automate some reviews," said the VP of Operations.