

BayCare Central Authorization Unit
(CAU)

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Authorizations



BayCare Health System

BayCare Health System

History & Overview

- BayCare Health System is a group of community health alliances with related businesses
- Formed in 1996 with seven hospitals, related business lines, and 13,000 Team Members
- Today, BayCare is fourteen hospitals, related business lines and over 26,000 Team Members
- All Hospitals are Non-for-Profit - Located in Hillsborough, Pasco, Pinellas, Polk counties, and services the surrounding communities in the Tampa Bay Region.

BayCare (CAU)

Central Authorization Unit

Objectives

1- To obtain valid authorizations in order to get paid for services rendered and avoid patients from receiving bills from claims denied.

2- To educate our physicians' and their staff, as well as our patients, about health insurance requirements for authorizations and referrals – Approach.

CAU: Since the beginning, In Focus...

June of 2011

➤ **Challenges:**

- Standardizing Forms and Processes
- Managing Lack of Understanding
- Effective Communication → Clinical Team, Physicians, Patients, Insurances, and Interdepartmental at BayCare

➤ **Technology Upgrades**

- Reduce paper usage
- Implementation of electronic faxing and access to Websites
- TRACE: Recording calls, Organizing Documents, Websites documents

CAU: Since the beginning, In Focus...

➤ **Denials Tracking**

- Tagging denials correctly
- Weekly Meetings with Central Business Office, Managed Care, and Denials Management
- Coaching

➤ **Trends Detected**

- Physicians sending incorrect orders
- Discrepancies with Health Plans Language regarding authorizations
- Delays in the process: Physicians and Health Insurance Companies.

Authorizations

Processes and Overview



BayCare Health System

Inpatient & Observation Admissions Through the Emergency Department

Notification of Admissions: Health Plans are holding BayCare Accountable for letting them know about their beneficiaries services within 24 business hours.

- *BayCare is a Leader* in applying Technology in the Health Care Industry – Insurances Participating Census Process
- Working Closely with Case Management
- Web-Tools - i.e., Availity with Humana and BCBS; UHC: Notice of Admission

Newborn Authorizations

- Educating Parents: Adding babies to the health plans in a timely manner
- Accountability: Patient Access Service Duties and Documents.
- Working with Florida Medicaid to qualify Newborns for Health Benefits in MMA Plans
 - NICU-Babies Authorizations; Follow Up

Surgical Scheduled Services

- *****Required by Health Plans** - The Ordering Physician and/or Primary Care Physician to initiate the Facility Authorization Request for Services.
 - Timely follow up from the BayCare CAU
- Relationship with our Performing Physicians and their Staff
- Integrate Communication between Patient, Physicians, and the Health Insurance –
Awareness

Diagnostic Service - Radiology

Similar to Surgical, Health Insurances, require the Ordering Physician or PCP to initiate the request with Clinical Information attached. – Challenge!

STAT Services and Walk-ins: Chest X-Rays, Echocardiograms, Fractures X-Rays, etc.

*Process and Prepare to support in Case of a denial

ONE-CALL Program

...Working with our Referring Drs!

Purpose and Results

- **Agreement with our referring physicians**
- **Efforts to maintain Schedules**
- **BayCare providing personnel**
- **Ensure we're in compliance with Insurance Contract Language**
- **Maintain healthiness in our Revenue Cycle**

Recurring Services – OP Rehab

BayCare Therapists owe completing the Clinical information for Treatment Services after Evaluation – Plans of Care (POC)

➤ ----- Challenges -----

- Formats for each individual payers
- Physicians' signature in the POC
- Patients' Benefits and Coverage Limitations
- Improvement Plan:

Central Pre-Registration Unit

- Denials Management -

BayCare is a Leader in managing denials.

➤ **How we do it...**

- Weekly monitoring rate of denials overall
- Solid Process for Correct Tagging Denials
- Analysis from the Denials Database
- Coaching and Counseling to avoid denials
- Escalate consistently issues to payers
- **Create strategies: ***Involving All Patient Access Service and Revenue Cycle Team**

Denials History

...due to Registration Errors

Cases/Dollar Amounts

Chart

2011	
738	\$2,124,374.31
2012	
507	\$1,977,897.78
2013	
291	\$1,252,450.64
2014	
165	\$956,672.72
2015	
136	\$1,149,193.78

Key Performance Indicators

Retention Strategy

“BayCare Team Members are our most valuable asset.” Tommy Inzina, BayCare CEO

- Flexibility given by Accountability
- Being available as a manager
- Ongoing education - Communication
- Celebrate the milestones
- Talent pool

BayCare Health System

Healthcare Leader in Tampa Bay

**Open Discussion
and
Questions**