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 <u>fourteen hospitals</u>, related business lines and over <u>26,000 Team Members</u>
- All Hospitals are <u>Non-for-Profit</u> Located in Hillsborough, Pasco, Pinellas, Polk counties, and services the surrounding communities in the Tampa Bay Region.

BayCare (CAU) Central Authorization Unit

Objectives

- 1- <u>To obtain valid authorizations</u> 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
- <u>TRACE</u>: 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. – <u>Challenge!</u>

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.

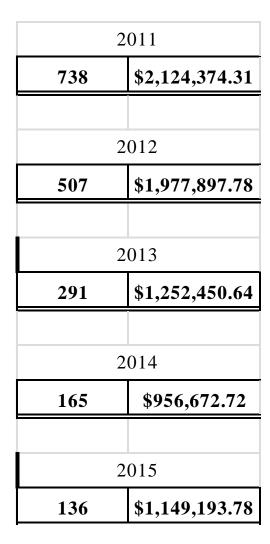
- How we do it...
- Weekly monitoring rate of denials overall
- Solid Process for Correct Tagging Denials
- Analysis from the Denials Database
- Coaching and Counseling to avoid denials
- Escalate consistently issues to payers
- Create strategies: ***Involving All Patient
 Access Service and Revenue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

Denials History

...due to Registration Errors

Cases/Dollar Amounts

Chart



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