



A Quick Look at Our Services:

- ✓ Electronic Qualitative CDM Assessment
- ✓ Comprehensive CDM Review
- ✓ Ongoing CDM Maintenance
- ✓ Re-Engineering Rebasing
- ✓ Master CDM Development
- ✓ Standardization
- ✓ MedChex CDM Management Software

Who is Healthcare Concepts?

Healthcare Concepts, Inc. was founded in 1992 to provide specialized Charge Description Master (CDM) services to the healthcare industry. Our suite of management solutions gives hospital administrators and CFO's a proactive approach to responsible CDM maintenance. These services allow providers an effective approach to maintain compliance and integrity of the CDM through appropriate and responsible coding.

We have found that most providers had the same basic needs in sustaining the CDM. Limited sets of automated tools were being used and a number of manual processes had to take place to manage a CDM effectively. These manual processes possessed an inherent danger for making CDM management cumbersome and less than accurate. We knew that with our extensive knowledge of CDM management and with the evolution of our automated tools and technology, we could provide a better solution. By reducing the need for manual intervention, we were able to provide faster service times and increased value to our clients through the use of **MedChex** CDM Management Software.

Healthcare Concepts, Inc. is well prepared for the challenges you will face and remain ready to help your staff in confronting them. We have experience working with rural facilities and understand their special needs. Our maintenance service helps alleviate the expense of annual CDM reviews by keeping your CDM current. Larger facilities can benefit not only from our CDM review services but also from our revenue enhancement services.

What Makes Us Different?

We are committed to partnering with providers. We make it a primary objective to ensure that once our initial engagement is underway, there are a set of repeatable and proven processes in place to help you take advantage of the assessment and of your CDM. From our initial assessment to implementation services, we are prepared to see the process through to completion. Our Re-Engineering / Re-Basing services empower your facility to make strong financial decisions that can positively affect your bottom line. We are well prepared to address the needs of the Corporate client as well by providing assistance with Master CDM Development and licensing of **MedChex** CDM Management Software.

We provide the expertise needed to successfully assess and manage your CDM. Our proven procedures and use of **MedChex** CDM Management Software ensure that you receive the highest quality analysis of your CDM and the supporting documentation that you require. A comprehensive CDM management strategy gives you the regulatory changes that can affect your facilities' financial bottom line.

Who Needs Our Services?

- ✓ Chief Financial Officers
- ✓ Chief Executive Officers
- ✓ Hospital Administrators
- ✓ Business Office Managers
- ✓ HIM Managers
- ✓ Corporate CDM Managers
- ✓ Healthcare Consultants

Changes

Have you prepared your organization to systematically monitor and correct changes in APC reimbursement?

Have you adopted, or are prepared to adopt, all changes to CPT® and HCPCS Level II?

Has your organization had a CDM review in the past 2 years?

Does your organization use a standard pricing and charging policy and guidelines?

If you are a California facility, have you prepared to release your Chargemaster for public inspection (reference AB1627)?

Is your organization prepared to implement the new code releases in a timely manner as there will be no grace period extended in 2005 for the October release of new and changed CPT/HCPCS codes?

If you answered "NO" to any of the above questions Healthcare Concepts, Inc. can help with one of our many service offerings.

Diagnostic Electronic CDM Assessment

This is a **limited review**, using your data, which will diagnose the health of your CDM and identify missing or invalid codes and possible compliance issues. In addition, you will receive a number of detailed reports showing each of the items in question. Among the reports you will receive:

- ✓ Standardization Report
- ✓ Deleted Items Report
- ✓ Missing CPT Codes Report
- ✓ General Revenue Codes Report
- ✓ Missing APC Pass Through Report
- ✓ APC Pass Through Report
- ✓ Invalid Codes Report
- ✓ Zero Usage Report
- ✓ S&I Missing Codes Report
- ✓ Top Income Producers Report

Once you have received the reports you will have a clearer understanding of your CDM and how well your current management policies are performing. It also helps answer the important questions every healthcare professional should be asking about their billing practices:

How current is your CDM?

Is your CDM compliant?

Are you realizing maximum APC revenue generation?

Have you maximized all revenue opportunities from all payor sources?

Comprehensive CDM Review

A Comprehensive CDM Review gives your organization a full understanding of the economic and regulatory issues that you face in maintaining or improving the CDM's financial impact on your organization. A Comprehensive Review of your CDM entails:

- ✓ Analysis of your current CDM
- ✓ Operation/System based activities
- ✓ Onsite interviews with hospital staff to determine procedures and protocols
- ✓ Identify inaccurate or ambiguous coding, descriptors and pricing
- ✓ Identify Medicare and compliance issues
- ✓ Presentation of recommendations to staff on findings by experienced CDM specialists
- ✓ Implementation based activities
- ✓ Provide baseline electronic review to measure implementation attained

The **primary benefit** of a Comprehensive CDM Review to the Hospital is the generation of accurate bills and appropriate revenues for outpatient services. A **secondary benefit** is to ensure compliance requirements placed on hospitals for documentation, coding and reimbursement for outpatient services are met. Further, this review will assess the status of the CDM in regard to Center for Medicare and Medicaid Services (CMS) Outpatient Prospective Payment System (OPPS) coding and the presence of the appropriate codes designed for additional reimbursement.

Understanding your CDM is half the battle. It is vital that once you have identified the areas of need in your organization that you take corrective action. We also include an action plan to help you through the implementation process.

We have the expertise you need to help you make the important decisions facing your organization. We have designed this service to help address all of these issues and provide you with the most up to date and accurate coding and analysis available.

On-Going CDM Maintenance

Healthcare Concepts, Inc. can help to ensure the continued integrity and compliant status of your CDM through our On-going CDM Maintenance Program. **MedChex** Software is used to identify all of the items in your CDM that have been added, changed, deleted or affected by regulatory actions. We then validate and correct these codes and give you a set of reports via our secure website with specific recommendations and back up documentation on a quarterly basis. You will also have the direct support of a Consultant who is an expert coder and CDM specialist.

Through our website located at <http://www.healthcareconceptsinc.com> you will be given training and access to a selected list of reports that will identify for you any problem areas that you need to address. We will also identify for you on a **monthly basis**, changes in the regulatory system and suggest corrective action that you need to take to maintain compliance with these changes. Our reports are specifically tailored to the content of your CDM so there is no need to research transmittals that do not apply.

Also, Healthcare Concepts, Inc. will review changes to your CDM and validate these changes according to current coding guidelines. Thus, giving you the benefit of having a seasoned CDM specialist on your staff at a fraction of the cost.

"Their efforts were of significant value as our Hospital wanted to ensure that the structure and design of our CDM met with OIG proper billing initiative."

**Tom Bolger, CFO, Chinese Hospital
San Francisco, California**

Re-Engineering / Re-Basing

Changes in reimbursement policies have necessitated a change in the structure and functionality of certain items in the CDM. In addition, many providers have not thoroughly analyzed their pricing structure and may be missing revenue opportunities by not standardizing their charging practices. Many different payers have varying policies in how they want charges presented to them for reimbursement. These changes dramatically affect the way the CDM should be structured and how it is used in billing practices. In order to receive the maximum financial benefit, a full review and reorganization of the charges in the CDM must be performed.

Through our extensive knowledge, interview process and the use of **MedChex** we will be able to quickly analyze and assess pricing policies and mark-up formulas and recommend a comprehensive strategy for increasing your reimbursement through effective CDM Management.

Our staff will assist you in the implementation of these changes and the education of your staff in using the newly changed policies. This will ensure that the changes are implemented on an accelerated timetable to maximize their influence on your financial picture.

We also provide you with the valuable documentation that you need to assure that the proposed changes maintain budget neutrality at a minimum. The documentation of charging protocols and policies is an essential compliance tool when considering changes to pricing structure.

Upon completion of the project, our professional staff will perform periodic patient review of claims to ensure proper application of implemented changes and rebasing efforts are meeting expected outcomes.

Master CDM Development

We assist our clients in systematically developing and implementing a Master CDM that is appropriate for their organization. Key issues that are resolved in this process are:

- ✓ Determination of common nomenclature and descriptors
- ✓ Standardization of the use of Revenue Codes and modifiers
- ✓ Common or standard approaches for revenue generating departments such as Emergency Room, Surgery and Anesthesia
- ✓ Compliance issues such as routine / non-routine and supplies / equipment

Controlling costs and ensuring compliance across the enterprise are key concerns to any organization. It becomes more complicated with each additional facility. We have developed a strategy for addressing these needs and have a set of tools that allows an organization to centralize these management functions thus, creating a more streamlined operation and reducing duplicate efforts. A Master CDM can help you realize a cost savings in CDM maintenance in addition to the benefits of proper coding and maximum reimbursement.

Standardization

Healthcare Concepts, Inc. works with Corporations in standardizing all regional facilities CDMs with the Master CDM, along with associated protocols and procedures, so that each hospital within the organization can adhere to Corporate standards and charging practices, thus helping to ensure individual facilities compliant status. A Master CDM also helps to automate CDM maintenance by centralizing maintenance functions, while ensuring timely updates to individual facilities within the organization.

MedChex CDM Management Software

MedChex is Healthcare Concepts, Inc.'s proprietary CDM management solution and was designed to provide healthcare providers with an automated tool to assist in maintaining their CDM. **MedChex** simplifies the process of maintaining the CDM by sustaining data in a timely basis and providing a number of other decision making tools. Current coding is ensured through continual updates to **MedChex'** internal library, using current data from CMS, AMA, MediCal and The Federal Register.

MedChex was designed with various users needs in mind. It is a complex tool where most features are user friendly and quickly mastered. **MedChex** has multiple applications, some of which are as follows:

- Price File Maintenance Tool
- Qualitative Assessment Tool
- Master CDM Development Tool
- Charge Ticket Generation Tool
- Financial Modeling Tool
- Report Generation Tool

MedChex also provides other significant features to include:

- Provides audit trail
- Provides multiple levels of security for users
- Provides Excel spreadsheets
- Provides built in testing modules for markup formula testing
- Database can sustain over 15 different tables (i.e., CMS transmittals, HCPCS codes, Medicare fee schedule, etc.)

MedChex is licensed to a variety of clients. From single facilities to large corporate clients who use **MedChex** to manage multiple locations. We also have partnering opportunities which allow consultants who specialize in CDM or business office management to offer enhanced CDM products to their clients.

MedChex is a cost effective, proven solution to providing CDM maintenance for your organization.

“The feedback from Healthcare Concepts’ staff was instrumental in making this effort an informed, efficient, improvement of our CDM.”

**Al Diaz, CFO, Kern Medical Center
Bakersfield, California**



Healthcare Concepts, Inc. guarantees our engagements to be self funding. Contact a sales representative to see how our products and services can benefit you today.

For more information please visit our website at:

<http://www.healthcareconceptsinc.com>

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