



3M Consulting Services — Chargemaster Solutions

- Provide a comprehensive solution for your chargemaster maintenance, accuracy, and compliance issues
- Focus on achieving full reimbursement, reducing operating costs, and decreasing compliance risk
- Improve process issues, provide valuable tools, and help train and educate staff

A focused strategy

One of the most important strategies for operating successfully under the outpatient prospective payment system (OPPS) is a thorough assessment and ongoing maintenance of the hospital's chargemaster.

Challenges of the chargemaster

Hospitals face rejected claims, delayed reimbursement and lost revenue when they fail to keep their chargemaster current and accurate. Conversely, maintaining and updating the chargemaster can be an arduous, time-consuming task associated with high costs. To achieve appropriate payment in compliance with the laws and regulations of the Centers for Medicare and Medicaid Services (CMS), hospitals must code and charge the correct procedure(s), the full extent of the procedure(s), and all procedures performed. However, with constant changes to CPT® codes and continual amendments of government rules and regulations, chargemasters are often incomplete, inaccurate, and mismatched to revenue codes.

Government scrutiny on the rise

In addition, as part of an overall attempt to reduce healthcare fraud, the federal government heavily scrutinizes hospital billing practices. Chargemaster inaccuracies can lead to compliance issues that result in fines, penalties, and even imprisonment. At the same time, vague billing rules and guidelines have been left open for interpretation. The federal government frequently revises these rules and guidelines and holds hospitals accountable for billing activities with effective dates that may be disputed.

The comprehensive 3M solution

3M Health Information Systems provides a comprehensive solution consisting of professional consulting services and sophisticated online tools to ease the burden of managing the chargemaster.

The people

The experts from 3M Consulting Services identify chargemaster coding, charging, intent of service, and compliance issues. We also provide education and make recommendations regarding how to accurately charge and bill for Medicare and private-pay outpatient services. We focus on coding and billing issues to help improve reimbursement and reduce the risk of related compliance issues.

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Reviewing the results

3M Consulting Services has coding, billing, and payment experts who review and screen the hospital's chargemaster for various problems, including:

- Invalid and inadequate CPT®/HCPCS codes
- Mismatched CPT® and revenue codes
- Charges inappropriately classed under revenue codes

Onsite consulting

Once we have completed an offsite review, we use this initial assessment as a basis to begin planning the onsite visit, in which we:

- Work with departments to define the procedures being performed, review compliance issues, and identify needed changes in coding and billing practices
- Review the UB-04s, final detail bills, medical records, and last remittance advice to identify problems and recommend corrective actions
- Review outpatient procedural charges for the laboratory and rehab departments, identify problems, and recommend corrective actions in compliance with relevant laws and regulations
- Determine with your department heads the clinical approach taken for procedures and make appropriate adjustments to CPT® code assignments
- Provide training for each department on CPT® and APC coding issues, regulatory compliance, and pricing methodology for each department
- Coordinate and direct meetings to address and resolve any final chargemaster, charging, or billing issues

The technology

3M consultants use specialized tools to identify errors in your chargemaster. As part of the 3M solution, our experts integrate **3M™ Chargemaster Online** with a hospital's charge capture workflow to provide online access to

chargemaster data. This approach allows hospitals to control the chargemaster update process and prevent incorrect or expired codes from populating patient bills.

This web-based tool provides you with an up-to-date reference guide for all CPT® and HCPCS codes and automatically identifies potential problems.

Professional assistance

Once your chargemaster is uploaded into 3M Chargemaster Online, our consultants assist you in identifying various chargemaster issues and make recommendations on how to improve charge and billing accuracy.

Moving forward, your facility can use 3M Chargemaster Online to quickly identify and correct problems and help maintain an accurate and compliant chargemaster.

Tying up loose ends

Once the onsite review is complete, 3M delivers a verbal exit conference to your management team and an edited hard copy of the chargemaster. We include a detailed written report identifying specific changes and recommendations in coding, pricing, and billing issues. The report outlines suggested process improvements for each department and offers input on APC-related issues.

Ongoing maintenance

3M Consulting Services offers **Quarterly** and **Annual Chargemaster Reviews** to help keep hospitals current with changes made to CPT® codes, government rules and regulations, and CMS outpatient coding and billing requirements.

We also provide **APC Support Services** to give facilities access to specialists in hospital outpatient payment.

Call today

For more information on how 3M solutions can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at **www.3Mhis.com**.



Health Information Systems

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