

Case Study: IME Revenue Recovery

CHALLENGE

IME payments through Medicare Part A cover the indirect costs that teaching hospitals incur for “medical education” given their broader range of services, intensive treatments, patient medical issues and costly use of interns and residents.

Medicare Advantage cases require that a separate claim be submitted to the hospital’s Medicare Administrative Contractor (MAC). These claims, commonly referred to as “shadow bills” this includes “no pay” or “informational-only” claims, must be submitted to Medicare with appropriate condition codes.

Even hospitals with efficient internal processes fail to submit 5-8% of the shadow bills required to obtain IME reimbursement from CMS for Medicare Advantage patients. This can happen due to the addition of new payors, glitches during EMR changes and failure to identify Medicare Advantage patients during registration, among other reasons.

A large, multi-hospital system in Pennsylvania wanted a safety net process in place to ensure no shadow bills were missed.

SOLUTION

BESLER initiated a process to identify shadow bills that were not submitted. BESLER’s IME Revenue Recovery service:

- Identifies missed shadow billing opportunities and the operational/root causes of the missed bills leading to increased reimbursement opportunities.
- Provides beneficiary eligibility and claim information necessary for rebilling.

IME revenue recovery and process improvements at a large Pennsylvania hospital system

- Detailed management reports tracking the identified claims and confirming that timely rebilling has occurred.
- Delivers a roadmap to process improvement eliminating revenue leakage moving forward.

BUSINESS BENEFITS

• Revenue Recovery

Over the course of a multi-year engagement, over \$520K in IME revenue recovered.

• Increase in Medicare Advantage days

3,534 additional days available for inclusion in the calculation of the hospital’s SSI ratio, which drives DSH calculation and GME payments with a estimated recovery of \$130K.



*Smart about revenue.
Tenacious about results.*