

Case Study: Transfer DRG Revenue Recovery

CHALLENGE

A large New England hospital utilized an internal process for recovering Transfer DRG underpayments and they routinely employed the services of an outside vendor to recover underpayments that may have not been identified internally.

With both an internal system and vendor review in place, the revenue cycle team was taking reasonable steps to recover underpayments impacted by the Medicare Post-Acute Transfer Rule.

The hospital wanted confirmation that no transfer underpayments went undetected after internal and current vendor reviews.

SOLUTION

BESLER initiated a thorough evaluation on all claims impacted by the transfer rule that were not previously recovered. Many do not have the time or resources to investigate uncertain claims. However, BESLER's service enables definitive determination on all claims impacted by the transfer rule. This is possible through:

- A multi-faceted validation process that includes telephone validation with post-acute providers and the review of clinical documentation from the hospital medical record.
- A diversified team of revenue recovery staff including clinical resources experienced in post-acute settings.
- The use of proprietary software that ensures every claim is thoroughly reviewed until a final determination is made.

35% More transfer underpayments identified at one New England hospital beyond internal and current vendor reviews

BUSINESS BENEFITS

• Sizable revenue recovery

BESLER identified 35% more in transfer underpayments, yielding a recovery of \$2.4 million over three years.

• Optimization of staff time

BESLER's seamless process allowed the hospital's financial team to focus on active accounts receivable. Consequently, Transfer DRG revenue recovery efforts did not compromise the revenue stream from their existing course of business

• More efficient revenue recovery

The hospital continued with an internal "first pass" review while engaging BESLER to review a broader range of claims.



*Smart about revenue.
Tenacious about results.*