



Payer Provider Collaboration

Building Bridges

HimSS[®]

CENTRAL & SOUTHERN OHIO *Chapter*



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Hyland Software Proprietary and Confidential



Agenda

What is Collaboration?
Challenges
Current Analog Workflows
Digital Workflow
Q&A





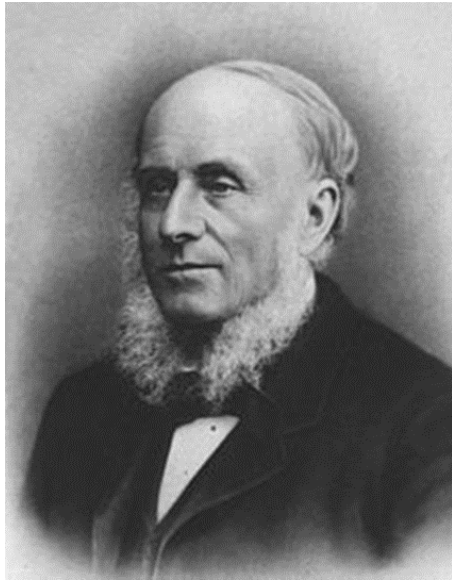


What is Collaboration?



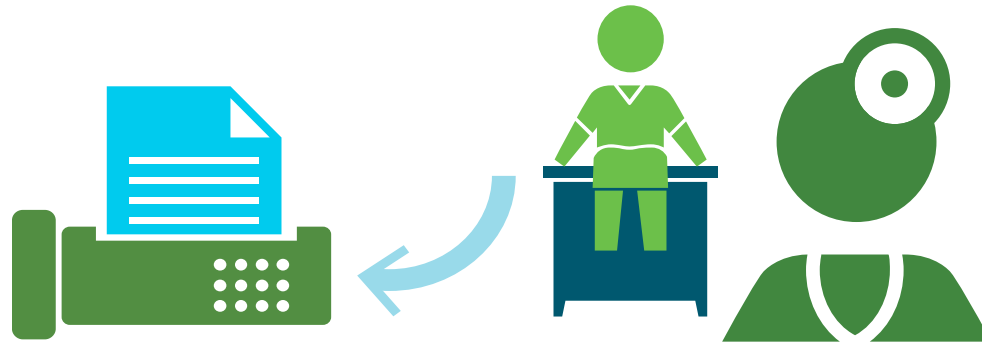


Collaboration Challenges





AMERICA RUNS ON DUNKIN



HEALTHCARE RUNS ON FAX



Faxes in Healthcare

Cost/Expensive

Not Secure/Hackable

Poor Quality of Image and Data

Non-Collaborative form of Communication

...and universally hated

Cost

Providers

MGMA: \$21.34 per record

Cash Flow: Delays up to 30 days for claims

Denials and Appeals

Payers

\$15-50 per record

Provider/Member abrasion

“Chaos” around unsolicited attachments

Chart Pull Cost for care management



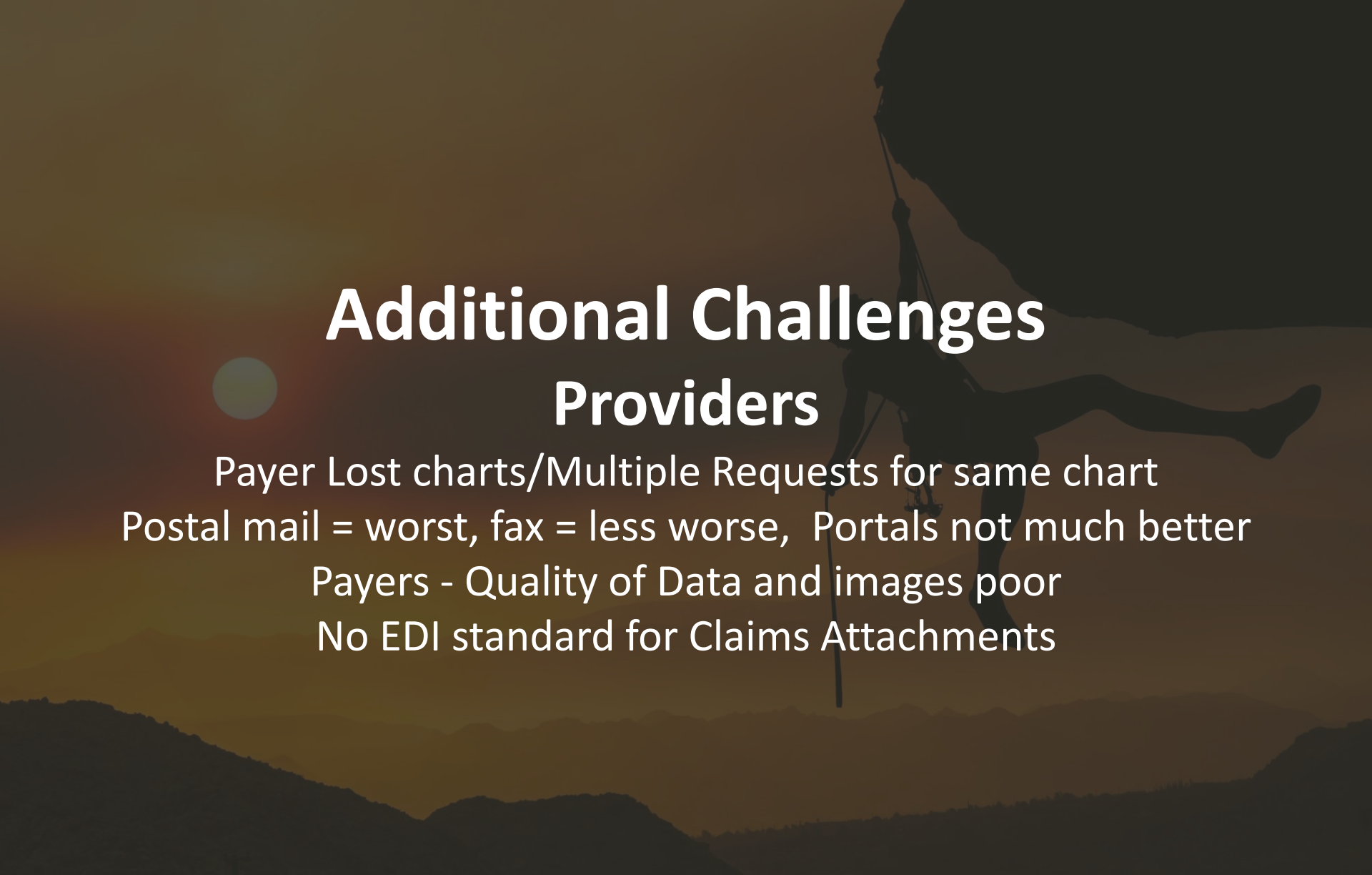
Patient Care

More Records Being Requested

90% of surveyed physicians reported that prior authorization sometimes, often, or always delays access to care

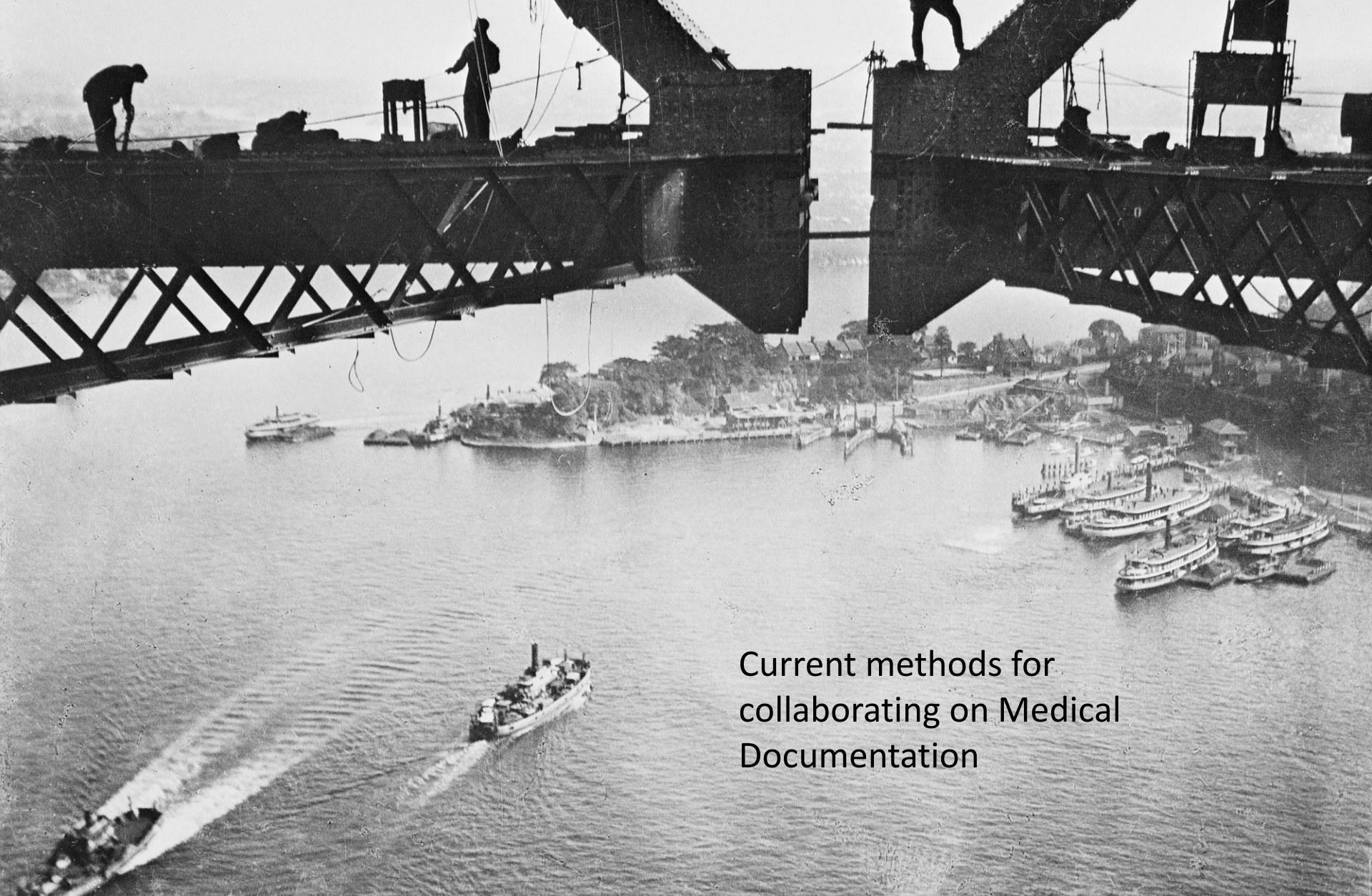
Need for improved care coordination, continuity of care, transitions of care, care management, support Alternative Payment Models

Average practice burden: 37 prior authorizations per physician per week, which takes a physician staff an average of 16 hours to process



Additional Challenges Providers

Payer Lost charts/Multiple Requests for same chart
Postal mail = worst, fax = less worse, Portals not much better
Payers - Quality of Data and images poor
No EDI standard for Claims Attachments



Current methods for
collaborating on Medical
Documentation

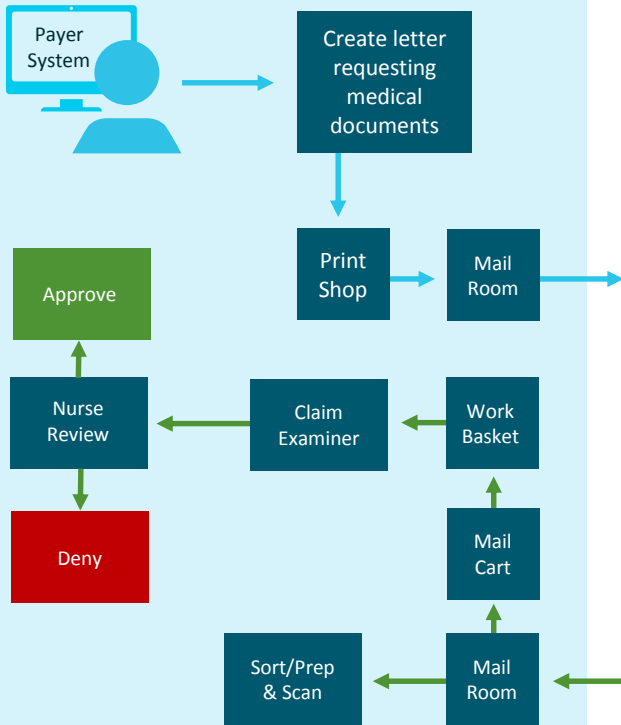
“Culture eats strategy for breakfast,
but workflow eats everything
in healthcare”

Rich Roth, Chief Strategic Innovation Officer for Dignity Health

Current Payer/Provider Workflows

- Manual
 - Paper via snail mail
 - Fax
 - Secure email
- Semi-Automated
 - Portals
 - File Sharing Web sites
 - ESMD
 - Direct Messaging
- Automated Workflow
 - EDI (X12 275/277/278 + CCDA)
 - Mackinac

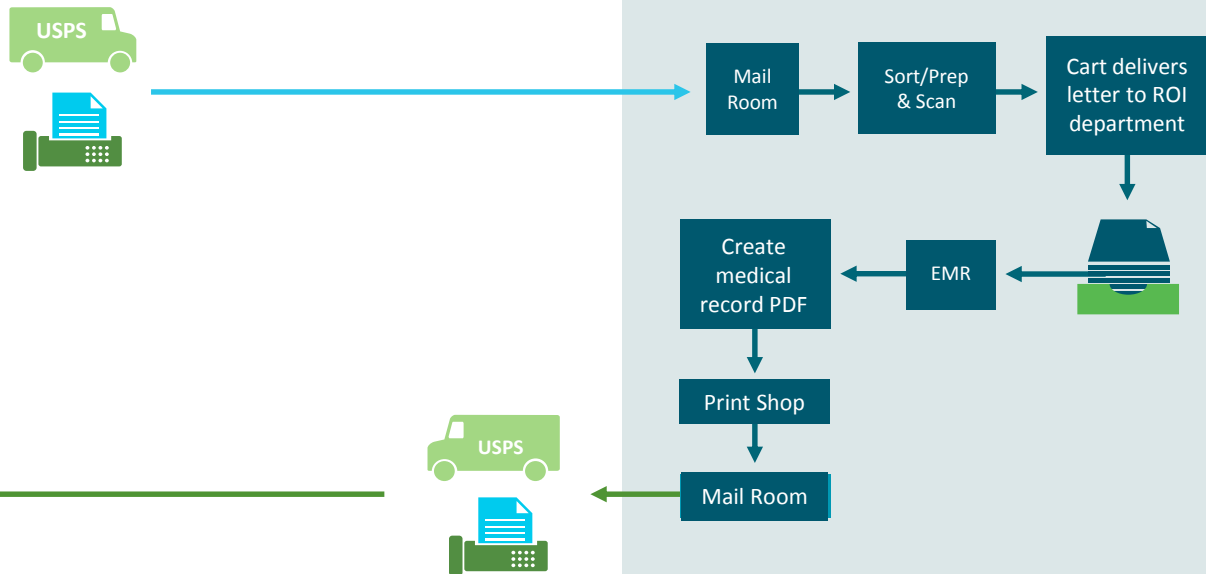
Payer



Solicited Med Rec Request Current, Manual Workflow

12-18 days

Provider



Manual

Paper/Mail, Fax & Secure email



- Access
- Simplicity
- Common understanding
- Flexible Workflow



- Expensive (Labor)
- Low Quality
- Security
- No assured delivery
- Not collaborative/conversational

Semi-Automated

Portals, File Sharing Web sites, ESMD & Direct Messaging



- Secure
- Higher Fidelity Data and Documents
- May speed issue resolution
- Works with Payer workflow



- Complex (ID + PW) and difficult for Providers (workflow)
- Requires IT investments
- Inflexible
- Expensive (Labor)
- Not collaborative/conversational
- Limitations in number, size and types of attachments

Automated Workflows

EDI (275/277/278) & Mackinac



- Reduces costs
- Highly Secure
- Leverages Existing Infrastructure
- High Fidelity Data and Documents
- Likely to speed issue resolution
- Work with Payer AND provider workflow*
- Collaborative & Conversational*
- Flexible*

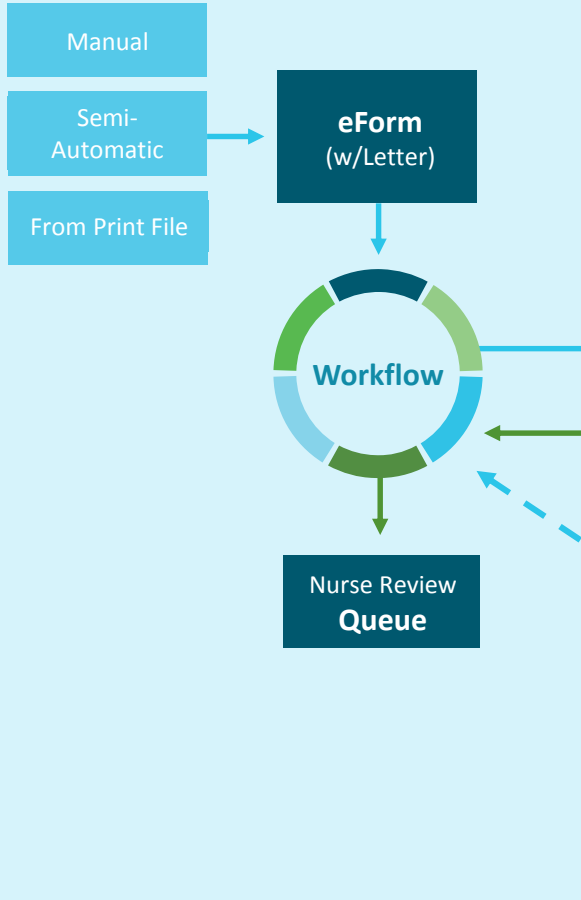


- Requires standards adoption*
- Requires IT investments*
- Requires adaptation to payer and provider workflows*

An aerial photograph of a river scene at sunset. A large, intricate sculpture made of thick, orange-brown metal bands winds across the river and surrounding greenery. The river has a large, colorful mural on its surface. Several speedboats are on the water. In the background, a city skyline is visible under a hazy, golden sky.

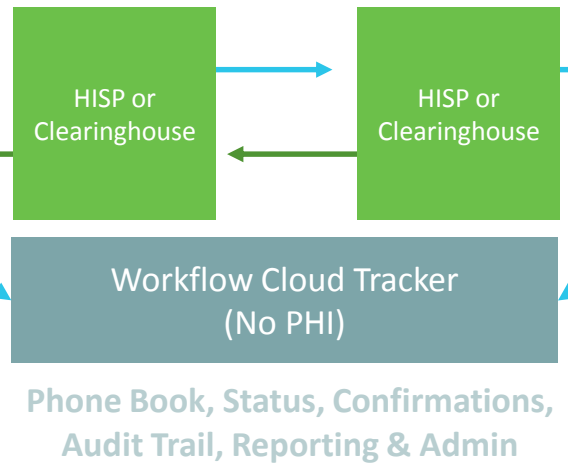
What does Healthcare
Collaboration in the Future?

Payer

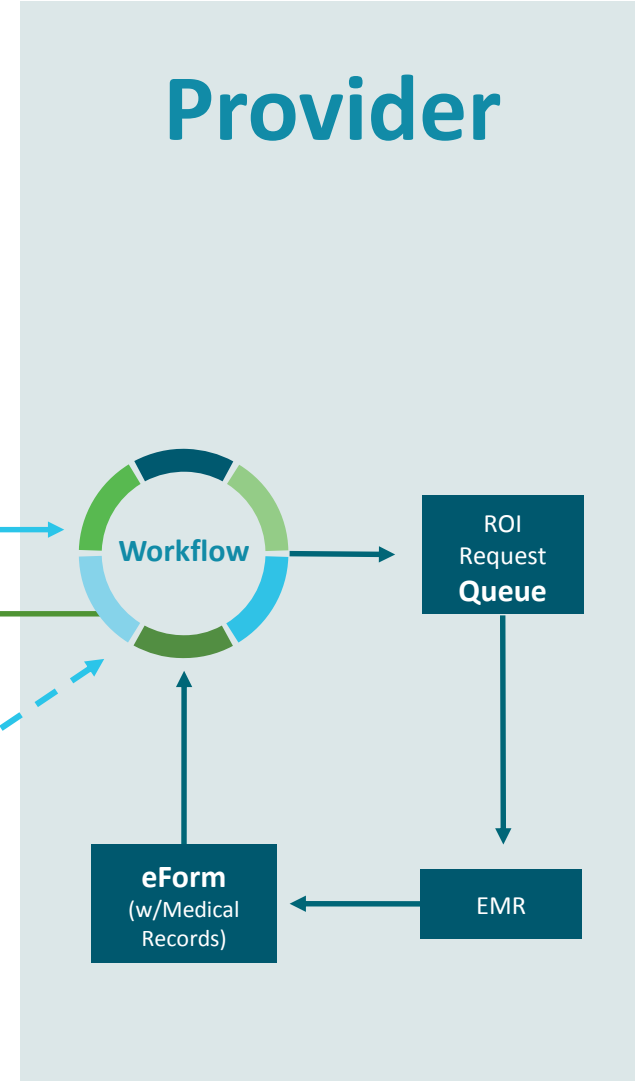


Example Collaboration Workflow

1-3 days



Provider



A close-up photograph of hands typing on a laptop keyboard. The focus is sharp on the right hand, while the left hand and the background are blurred. The lighting is soft and blue-toned.

Act 1 - Health Plan

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Electronic Medical Documentation Request

Request

Date Due*	Submission Date	Status	Status Message
8/25/2017 12:00:00 am		NEW	

Requested By	Phone
Hyland Mutual Insurance	1.440.258.3000

Provider (Click Here to Expand / Collapse)

NPI*	Name	To find the NPI, enter a portion of the name and click search.
1678912345	JOHN SMITH	<input type="button" value="Search"/>
Address	Phone Number	
28500 CLEMENS ROAD	4.08--555--1212	

Claim (Click Here to Expand / Collapse)

Payer Claim Number*	Date Received	Date of Service From	Date of Service To	Control Number
155024	02/15/2017	02/10/2017	02/10/2017	
Insured's Name	Insured's ID	Patient ID	Patient MRN	
WILL HARPER	444444445	22545365	22548865	

Comments

Comment History

New Comment

Attachments

Mackinac Attachment (Image)

Request Status (Click Here to Expand / Collapse)

- File Edit Action
- Offline
- Applications
- Accounting
- Application
- Assignment
- Billing
- Capital
- CDH A
- Claims
- Base
- CL
- CL
- De
- De
- De
- Dis
- Dis
- En
- En
- Ext
- FS
- Ho
- Ho
- Ho
- Ho
- Ma
- Ma
- Ma
- Pa
- Pe
- Vis
- Vis
- Claims
- Comm
- Criteria
- Custom
- Dental
- Dental
- Disabil
- FSA Pl
- Guides
- ITS Ap
- ITC m



Act 2 – Health System

Home

Home Personal Page Favorites Custom Queries Retrieval File Cabinets Envelopes Query History My Checkouts View Map Geolocation Forms Upload Templates Dashboards Mailbox Workflow Batch Processing Imaging

Search Tiles

Mackinac ROI Request

Incoming ROI Request

[ELECTRONIC MEDICAL DOCUMENT REQUEST \(EMDR\) - 636259682280855084 - 3/24/2017 - HYLAND INSURANCE](#)

[ELECTRONIC MEDICAL DOCUMENT REQUEST \(EMDR\) - 636257007303788604 - 3/25/2017 - HYLAND INSURANCE](#)

[ELECTRONIC MEDICAL DOCUMENT REQUEST \(EMDR\) - 636260229248557032 - 3/25/2017 - HYLAND INSURANCE](#)

More...

5

Mackinac QA

Requests Pending QA

0

- Release
- Alerts**
- Release
- Requester
- Authorization
- Medical Records
- Hardcopy
- Electronic
- Print Preview
- Output
- Billing
- Billing

Alerts

↑ Authorization

This release is not authorized

Release

Release type:	<input type="text"/>	Purpose:	<input type="text"/>
Info requested:	<input type="text"/>	Info released:	<input type="text"/>
Priority:	<input type="text"/>	Chart types needed:	HSV HYBRID
Date requested:	9/1/2015	Date needed:	<input type="text"/>
Requested format:	<input type="text"/>	Assigned to:	<input type="text"/>
Request made to provider:	<input type="text"/>	Request made to hospital:	<input type="text"/>
Comments:	<div style="border: 1px solid #ccc; padding: 5px; min-height: 40px;"> <p>Insert SmartText</p> </div>		

Output

Release Method

EpicCare Link Status: **Not a Requester in One Chart Link**

Billing [click to open](#)

Media	Count	Billing status:
Media Type		Not Billed
No media for this release		
Subtotal:	0.00	
Other Fees		
Reason	Tax	Amount
No fees for this release		

Payment	(0.00)
Refunded:	(0.00)
Written off:	(0.00)
Overpaid:	(0.00)
Fee:	0.00

OnBase Document Tasks

Workflow Queues Related Items Reject Request Request More Information Respond to Request Send to QA

ROI Request

ELECTRONIC MEDICAL DOCUMENT REQUEST (EMDR)



Request Information Payer Data Provider Data

Patient Number
1265877452

Provider Comments

Comments
Requested Documents are attached

Attachments (2)
IHE Supporting Documentation - 3/25/2017
IHE Supporting Documentation - 3/25/2017
Attach ...

Submit

IHE Supporting Documentation - 3/25/2017

OnBase Document Signatures

Keywords Cross-References Discussions History Properties Revisions Re-Index Delete DocuSign View Notes List

Information Actions

IHE Supporting Documentation - 3/25/2017

- Bookmarks
- Hospital Encounter on 6/18/2014
 - ED Arrival Information
 - Procedures signed by Scanned, Document at 6/18/2014 9:04 AM
 - All Meds and Admins
 - Approved Medications
 - Pending Medications
 - Refused Medications
 - Historical Medications
 - Anticoagulation Summary
 - Care Advice
 - Encounter-Level Documents:
 - Order-Level Documents:
 - Medical History
 - Substance and Sexuality

SANFORD USD MEDICAL CENTER
1305 W 18th St
Sioux Falls SD 57117

Admission Information

Admission Information	
Attending Provider	Admitting Provider
Disaster, Physician	Hospital Service
Discharge Date/Time	Lab
06/18/14 2350	
Unit	Room/Bed
LABORATORY SMC	

Discharge Information - Hospital Account/Patient Record

Discharge Date/Time	Discharge Disposition
06/18/2014 11:50 PM	Home, Self Care Or Assisted Living

Events

Emergency Department Documentation

ED Arrival Information

Patient not seen in ED

Chief Complaint

None

ED Disposition

None

Diagnosis

None

ED Provider Notes

No notes of this type exist for this encounter.

ED Med/Midlevel Student Notes

No notes of this type exist for this encounter.

ED Notes



17 Pages

Sign In

PDF

PDF

PDF

ment

PDF

ize Pages

Sign

for Signature

& Track

Page: 1 of 1

Share files in the Document Cloud

Learn More



Act 3 - Health Plan

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Document | Tasks

Workflow Queues | Related Items | Request Additional Information | Approve

Medical Review



Request Information | Payer Data | Provider Data

Patient Number
1265877452

Medical Record Number
55548965

Provider Comments

Comments
Requested Documents are attached

Attachments (2)

[IHE Supporting Documentation - 3/25/2017](#)
[IHE Supporting Documentation - 3/25/2017](#)

Attach ...

Submit

Collaboration - Looking Forward

Payer

Solicited and Unsolicited Claims Attachments

Prior Authorizations

Appeals

HEDIS

Risk Adjustment

UM/CM/DM

Provider

Solicited and Unsolicited Claims Attachments

Prior Authorizations

Appeals

Care Coordination

Other

DME

Home Health

SNF

Government

HIEs



Learning Goals

What is Collaboration?

Challenges

Current Analog Workflow

Digital Workflow

Frequently Asked Questions

When will CMS require EDI?

What is the status of OnBase Mackinac?

What have I learned in 4 years on this problem?

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Healthcare Industry Manager



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<https://www.linkedin.com/in/mikehurley>



<https://www.onbase.com/mackinac>