

# HEALTHCARE POINT SOLUTION

## ➤ RAC AUDIT PREPAREDNESS



### Streamline Your RAC Response

The NOVACES RAC audit preparation services draw upon the company's significant expertise in healthcare process improvement. Our experts bring the experience needed to uncover and eliminate the root causes of your organization's audit vulnerabilities, to save you time, money and excessive Medicare take-backs.

### Optimize your Recovery Audit Contractor (RAC) Response and Reduce Exposure to Financial Liabilities

Whether you are the subject of an automated or a complex RAC audit, neither is routine. With the national expansion of the Recovery Audit Contractor program, most healthcare facilities have put in place their response team to address the inevitable request. Yet lurking below the visible elements of preparation are the unseen roadblocks and wasted steps that add unnecessary time, costs and errors to a response or appeal.

No healthcare organization can afford to ignore the role that workflow plays in data accuracy and response times. Proactive management of the RAC response process is necessary to avoid the problems that can lead to huge liabilities.



### Prepare Your RAC Audit Response Team

Thanks to an innovative collaboration between our healthcare process improvement and RAC experts, you can take advantage of the extensive experience the team can bring to your facility. Growing your RAC preparedness from the ground up takes countless hours of work and coordination time. Instead, free up your resources to spend valuable time supporting your facility's healthcare delivery processes. The NOVACES RAC Team will provide you with the knowledge and tools you need to be better prepared.

### How We Help

- Build and educate your internal RAC Response Team
- Guide the implementation of best practices, workflows, tools and templates to ensure smooth and accurate RAC responses
- Help you sort through available RAC resources
- Identify and rapidly optimize processes where coding errors occur to reduce exposure to future audit liabilities
- Prepare your team for the appeals process to improve the success rate
- Test your readiness by completing a mock audit

*Results of this preparedness effort almost immediately show up in your bottom line.*

## Optimize Your RAC Audit Response

No matter where you are in preparing for RAC audits, NOVACES can make a big difference. And we do it for a fixed price with no surprises, and a deep and abiding understanding of your resource constraints.

### Reduce Your Risk with a Turnkey Preparedness Solution

Using our four-step RAC Audit Preparedness Solution, we can dramatically reduce your risk in as little as five on-site days over a three week time period. This includes a mock RAC audit to uncover the weak and costly links in your response process. Knowing your areas of vulnerability is a critical step in being prepared and saving unnecessary Medicare take-backs.



We quickly help your facility prepare for audits by developing sound internal processes to identify risks before the RACs arrive and manage them after they leave. During Assessment, we evaluate your facility's overall preparation for the RACs based on the most current industry best practices and, by working with your team, decide on focus areas for the next phase.

While in the Preparation phase, we work with you to build a highly effective RAC preparedness team and perform all the necessary pre-work to roll out the RAC solution. Once all these elements are ready, our 3-day Rapid Deployment Workshop is designed to quickly implement all the best practice workflows, tools, and templates for each department, but with minimal impact to your organization's focus on delivering quality care. And finally in Sustainment, our goal is to ensure your ongoing RAC preparedness long after we're gone.

Visit <http://www.novaces.com/rac-preparedness> to take the RAC Audit Preparedness Challenge and find out if your organization is ready.

### About NOVACES

NOVACES is a management consulting firm that provides Continuous Process Improvement (CPI) services to the healthcare sector. By leveraging over two decades of applied research experience, the company is capable of delivering today's most effective methods for generating breakthroughs in operational capabilities and financial performance. Employing its SystemCPI<sup>SM</sup> roadmap, NOVACES provides a framework to deploy a process improvement program to help clients more rapidly achieve return on investment and self-sufficiency. For more information about process excellence solutions for healthcare, visit [www.novaces.com](http://www.novaces.com) or call 1.877.577.6888.



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