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vitalware
USER GROUP

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VitalIntegrity™

Tips, Tricks, and New Features

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Agenda

What is VitalIntegrity?

- Core Features
- Tips & Tricks
- New Features
- Poll
- Roadmap Overview
- Questions

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VitalIntegrity™

Fundamentally, VitalIntegrity is a **revenue generating, charge capture audit tool** that processes Hospital Itemized Bill (or 837 Institutional Claim) data through our **proprietary rules engine**—then **presents accounts with potential** issues for review.

Last Name	First Name	Gender	DOB (age)	Patient Class	MRN
		M	01/01/1954 (67)	OP	

Analysis Results

		Case ID	Rule ID	Rule Name	Gross	Net ↓	Workflow Status
⚑	✎ 💬	608061	193	Missing Procedure Charge: Thrombectomy	$36,955.35	$14,782.14	Queued
⚑	✎ 💬	608062	3402694	Hospital Medically Unlikely Edit (MUE)	$0.00	$0.00	Queued

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VitalIntegrity Use Case: Chief Financial Officer

Chief Financial Officer:

- Increasing revenue leakage
- Rising denials and write-offs
- No tool to monitor charge capture

VitalIntegrity can:

- Identify issues holistically
- Highlight problem areas
- Facilitate root cause remediation

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VitalIntegrity Use Case: Director of Revenue Integrity

Director of Revenue Integrity:

- Revenue issues in surgery departments
- Unable to keep up with rules in self-built and maintained tool

VitalIntegrity provides current, expert-maintained **rules for hospital billing** for all departments allowing users to **target high-impact areas** as needed

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VitalIntegrity Use Case: Revenue Cycle Analyst

Revenue Integrity Analyst:

- Lots of work, little prioritization
- Too much time spent investigating low value opportunities
- Not sure what I'm even looking for

VitalIntegrity provides:

- Adaptable **workflow management**
- **Rule detail** and guidance
- Flexible **work queue sorting and grouping** to aid prioritization

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Core Features

- Comprehensive, continuously updated **rules engine**
- Highly adaptable **workflow optimization** designed to facilitate prioritization and identify root causes
- Full **transparency** into all results
- **Expert service team** that remains committed to clients for the full contract term
- Ability to accept **100% of a health system's itemized billing data or 837 institutional claims**

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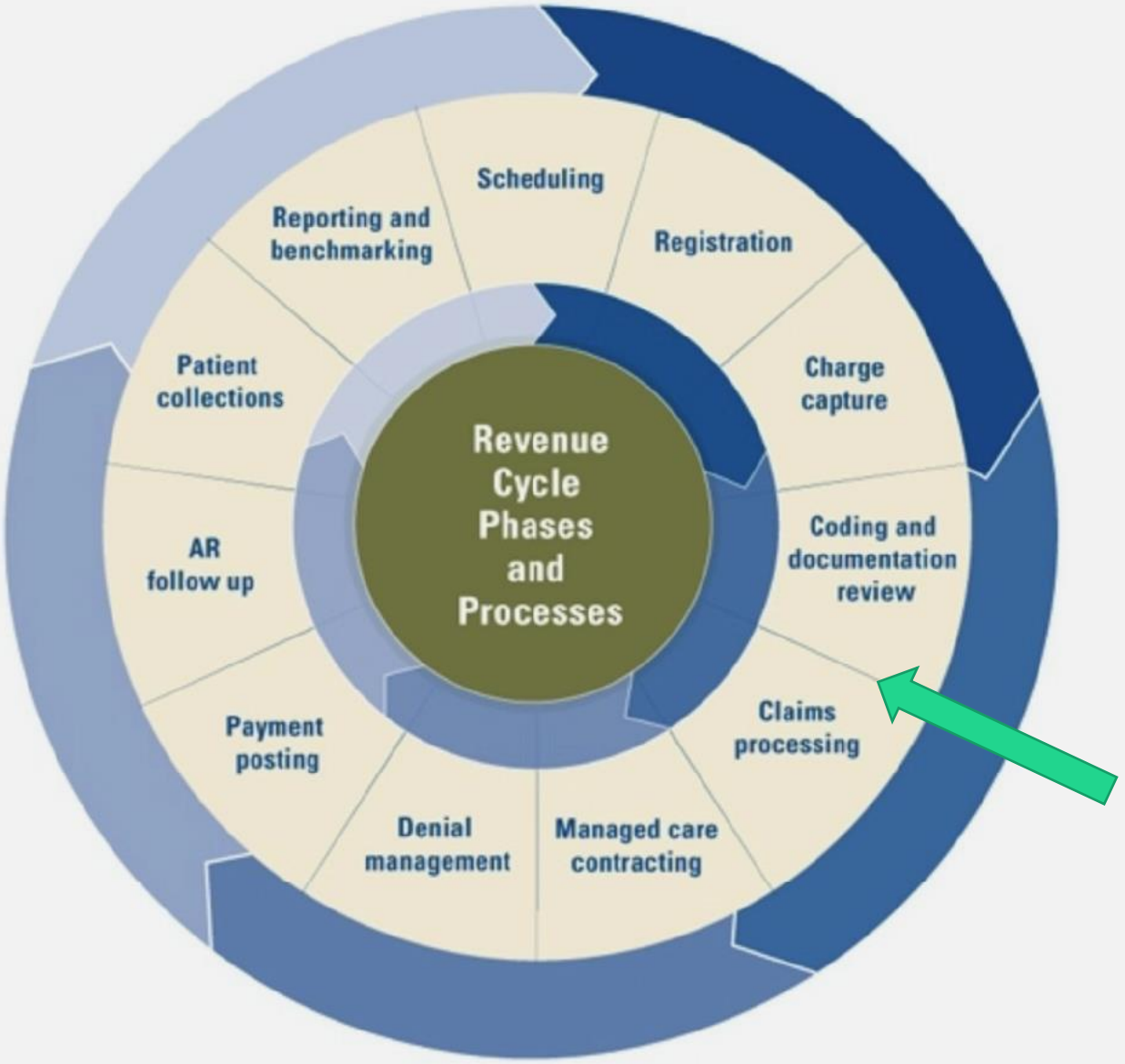
Tip & Trick #1

VitalIntegrity is built for pre-bill charge capture audits as they:

- Lower rework
- Decrease cost
- Increase ability to discover root causes
- Maximize ability to generate a **complete** claim

Bonus: Apply Stop/Hold bills directly in your EHR/billing application to ensure **only clean and complete claims** go out the door



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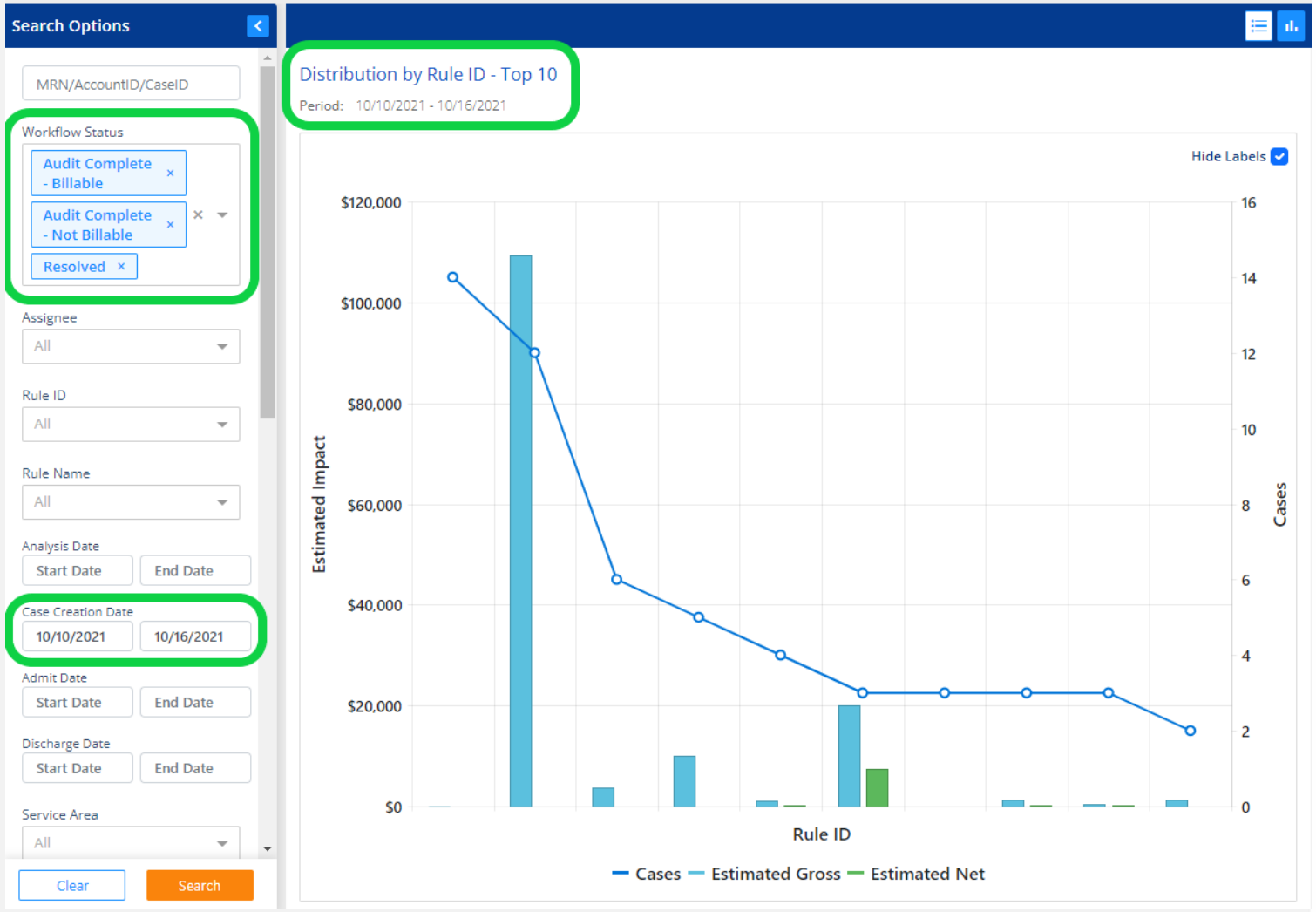
Tip & Trick #2

Leverage the Case Search table's "Search Options" and filters in conjunction with charts to guide:

- Workflow optimization
- Root cause analysis
- Trending and changes over time
- And more!

Bonus: Use "Case Creation Date" as your go to date filter and metric



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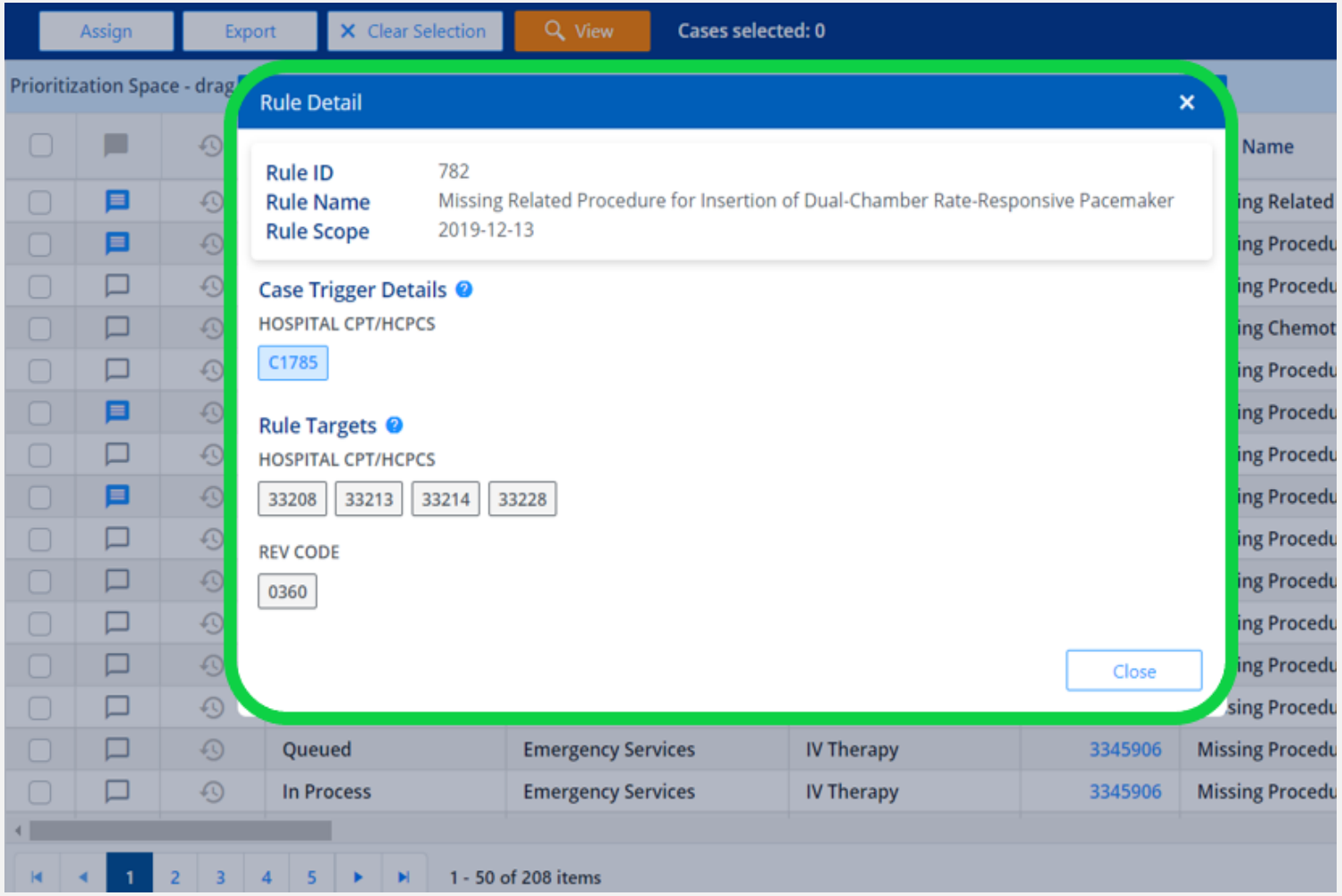
Tip & Trick #3

VitalIntegrity's Rule Detail view:

- Helps guide the auditing process
- Educates analysts
- Provides a framework for understanding the structure of our rules and requesting client specific rules or edits



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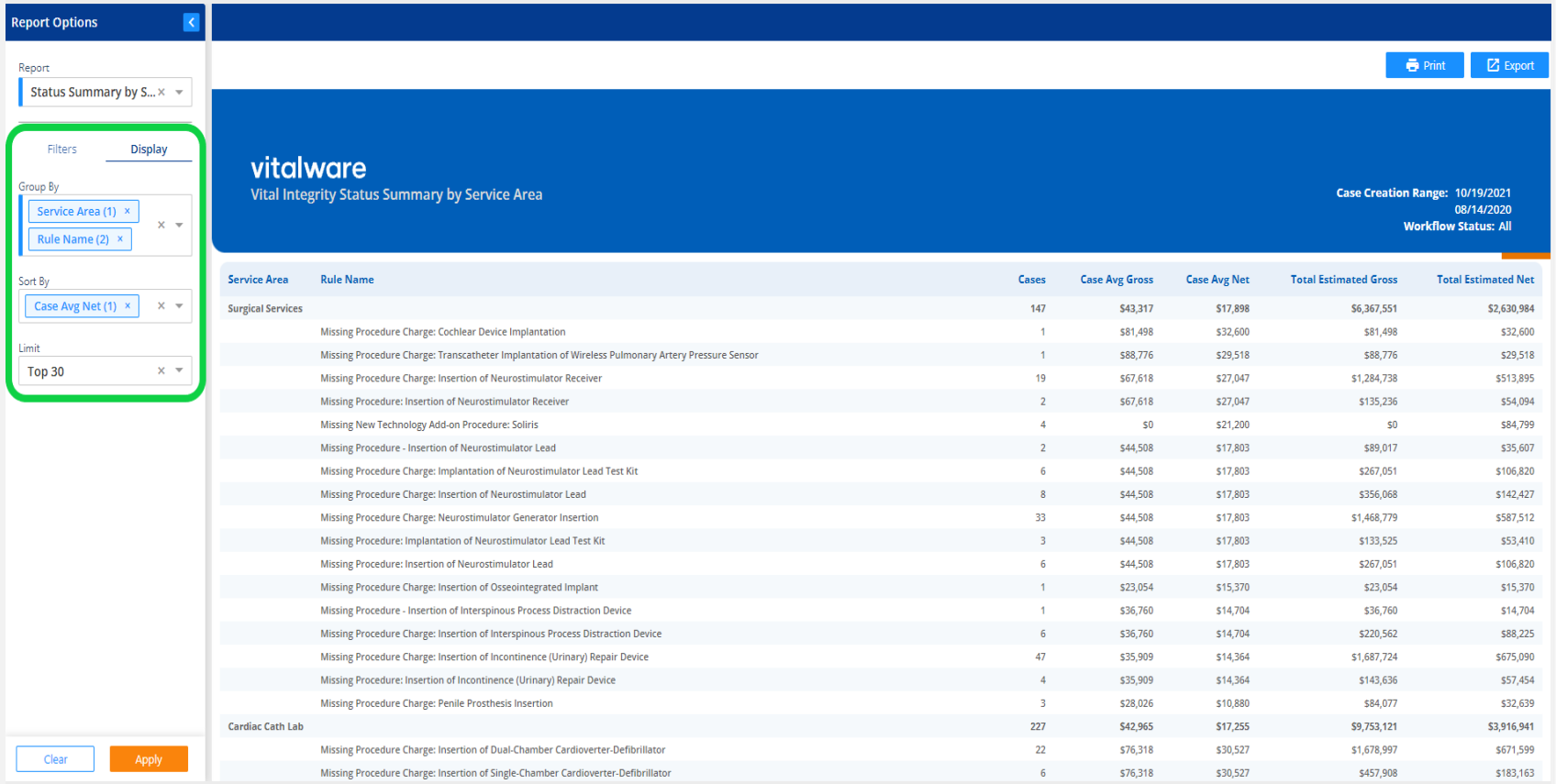
New Feature #1

New, enhanced “Reports” page and framework:

- Customizable and filterable
- Exportable
- In the process of scaling into a full reporting library



Service Area	Rule Name	Cases	Case Avg Gross	Case Avg Net	Total Estimated Gross	Total Estimated Net
Surgical Services		147	$43,317	$17,898	$6,367,551	$2,630,984
	Missing Procedure Charge: Cochlear Device Implantation	1	$81,498	$32,600	$81,498	$32,600
	Missing Procedure Charge: Transcatheter Implantation of Wireless Pulmonary Artery Pressure Sensor	1	$88,776	$29,518	$88,776	$29,518
	Missing Procedure Charge: Insertion of Neurostimulator Receiver	19	$67,618	$27,047	$1,284,738	$513,895
	Missing Procedure: Insertion of Neurostimulator Receiver	2	$67,618	$27,047	$135,236	$54,094
	Missing New Technology Add-on Procedure: Soliris	4	$0	$21,200	$0	$84,799
	Missing Procedure - Insertion of Neurostimulator Lead	2	$44,508	$17,803	$89,017	$35,607
	Missing Procedure Charge: Implantation of Neurostimulator Lead Test Kit	6	$44,508	$17,803	$267,051	$106,820
	Missing Procedure Charge: Insertion of Neurostimulator Lead	8	$44,508	$17,803	$356,068	$142,427
	Missing Procedure Charge: Neurostimulator Generator Insertion	33	$44,508	$17,803	$1,468,779	$587,512
	Missing Procedure: Implantation of Neurostimulator Lead Test Kit	3	$44,508	$17,803	$133,525	$53,410
	Missing Procedure: Insertion of Neurostimulator Lead	6	$44,508	$17,803	$267,051	$106,820
	Missing Procedure Charge: Insertion of Osseointegrated Implant	1	$23,054	$15,370	$23,054	$15,370
	Missing Procedure - Insertion of Interspinous Process Distraction Device	1	$36,760	$14,704	$36,760	$14,704
	Missing Procedure Charge: Insertion of Interspinous Process Distraction Device	6	$36,760	$14,704	$220,562	$88,225
	Missing Procedure Charge: Insertion of Incontinence (Urinary) Repair Device	47	$35,909	$14,364	$1,687,724	$675,090
	Missing Procedure: Insertion of Incontinence (Urinary) Repair Device	4	$35,909	$14,364	$143,636	$57,454
	Missing Procedure Charge: Penile Prosthesis Insertion	3	$28,026	$10,880	$84,077	$32,639
Cardiac Cath Lab		227	$42,965	$17,255	$9,753,121	$3,916,941
	Missing Procedure Charge: Insertion of Dual-Chamber Cardioverter-Defibrillator	22	$76,318	$30,527	$1,678,997	$671,599
	Missing Procedure Charge: Insertion of Single-Chamber Cardioverter-Defibrillator	6	$76,318	$30,527	$457,908	$183,163

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New Feature #2

Automatic capture of case resolutions:

- Captures the actual charges or codes that resolved a case including
- Report on gross impact of case resolutions
- Track how cases are being resolved

Rule Name	Resolution Category	Resolution Detail	Resolution Gross	Acct Resolution Gross	Resolution Case Count
Missing Laboratory Charge: EGD Biopsy Pathology	Late Charge	CPT/HCPCS [88305]		$3,308.00	
Missing Laboratory Procedure: Lymph Node Biopsy Pathology	Late Charge	CPT/HCPCS [88307]		$1,322.00	
Missing Laboratory Procedure: Biopsy of Female Reproductive System Pathology	Late Charge	CPT/HCPCS [88305]		$2,766.00	
Missing Laboratory Procedure: Biopsy of Female Reproductive System Pathology	Late Charge	CPT/HCPCS [88305]		($1,438.00)	
Missing Procedure Charge: EGD Biopsy Pathology	Late Charge	CPT/HCPCS [88305]		$4,962.00	
Missing Laboratory Procedure: Biopsy of Female Reproductive System Pathology	Late Charge	CPT/HCPCS [88305]		$827.00	
Missing Drug Administration Related Procedure (SHC)	Late Charge	Revenue Code [0761]	$2,219.00	$2,219.00	1
Missing Drug Administration Related Procedure (SHC)	Late Charge	Revenue Code [0761]		$1,316.00	
Missing Laboratory Procedure: Biopsy of Lung Pathology	Late Charge	CPT/HCPCS [88305]		$9,471.00	
Missing Laboratory Procedure: Biopsy of Lung Pathology	Late Charge	CPT/HCPCS [88305]		$9,471.00	
Missing Laboratory Charge: EGD Biopsy Pathology	Late Charge	CPT/HCPCS [88305]		$5,473.00	
Missing Laboratory Procedure: Colonoscopy Biopsy Pathology	Late Charge	CPT/HCPCS [88305]		$2,291.00	
Missing Procedure Charge: Cystography or Urethrocystography	Late Charge	CPT/HCPCS [51600]	$186.00	$186.00	1
Missing Drug Administration Related Procedure (SHC)	Late Charge	Revenue Code [0761,0350]		$34,742.00	
Missing Procedure Charge: Insertion of Dual-Chamber Rate-Responsive Pacema...	Late Charge	CPT/HCPCS [33208]	$50,988.00	$50,988.00	2
Missing Laboratory Procedure: Bone Marrow Biopsy Pathology	Late Charge	CPT/HCPCS [88305]		$3,683.00	
Missing Laboratory Procedure: Blood Typing or Serology	Late Charge	CPT/HCPCS [86850,86900,86901]		$3,683.00	
Missing Drug Administration Related Procedure (SHC)	Late Charge	Revenue Code [0750]		$4,051.00	
Missing Drug Administration Related Procedure (SHC)	Late Charge	CPT/HCPCS [0011A]			
Missing Drug Administration Related Procedure (SHC)	Late Charge	CPT/HCPCS [0011A]			
Missing Drug Administration Related Procedure (SHC)	Late Charge	CPT/HCPCS [0011A]			
Missing Drug Administration Related Procedure (SHC)	Late Charge	CPT/HCPCS [0011A]			

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New Feature #3

Epic integration:

- Passes summary case information into an Epic workqueue for daily analysis and audit
- Can be leveraged to apply a stop/hold bill or release bills
- Works in conjunction with Epic billing indicators
- VitalIntegrity exists as a reporting and analytics tool

Epic BIs	Epic BI Descriptions	Case Integration Status
1452	VI LATE CHARGE	Excluded
1452, 1463, 1466	VI LATE CHARGE, VI RULE ISSUE, VI MULT EXCEPTIONS	1069
1452	VI LATE CHARGE	Excluded
1452	VI LATE CHARGE	1069
1452	VI LATE CHARGE	Excluded
1452	VI LATE CHARGE	Excluded
1452	VI LATE CHARGE	Excluded
1463	VI RULE ISSUE	1069
1463	VI RULE ISSUE	1069
1463	VI RULE ISSUE	1069
1463	VI RULE ISSUE	1069
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1463	VI RULE ISSUE	1069
1463	VI RULE ISSUE	1069

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New Feature #4

EHR-agnostic
Hold and Release files:

- Provide necessary information to hold accounts in your EHR while they have open VitalIntegrity cases
- Sends information to release accounts for billing once all cases are closed/resolved

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Poll

<Insert URL for poll here>

How would you prefer for a case's estimated net to be calculated?

1. Average calculated from 835 data
2. Contract modeling (in VitalIntegrity)
3. Direct from your internal contract model/reimbursement estimate
4. National OPPS averages
5. Other

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VitalIntegrity Roadmap

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