MDaudit

Baylor

Identifies Close to $300K in Compliance Risk and Over $40K in Lost Revenue in its First Year with MDaudit

THE CUSTOMER PROFILE

Baylor College of Medicine is located in the Texas Medical Center and has affiliations with eight teaching hospitals. With a total research support of more than $400 million annually and more than 90 research and patient care centers, Baylor's funding from the National Institute of Health (NIH) is the top in the state and number 20 in the U.S.

Ranked among the best in the nation by U.S. News & World Report, Baylor College of Medicine trains more than 3,000 medical, graduate, nurse anesthesia, physician assistant, orthotics and prosthetics and genetic counseling students, as well as residents and post-doctoral fellows. 250 researchers at Baylor were named among the top 2% most frequently cited scientists worldwide in a 2021 PLoS Biology report.

3,000+ STUDENTS IN TRAINING	**$400M** ANNUAL RESEARCH SUPPORT
#1 NIH FUNDING IN TEXAS	**#20** NIH FUNDING IN U.S.

THE CHALLENGE

> The teaching hospital needed more automated processes and actionable analytics to drive audits and protect revenues.

Automation and analytics are becoming increasingly important drivers as smaller compliance departments are taking on even larger responsibilities in health systems across the country, as many expand beyond the standard billing and coding compliance audits and education within the organization and face growing pressures from RAC and other external audits.

In addition to routine audits and new provider education, the compliance and audit services team at Baylor College of Medicine manages unusual utilizer audits, focused audits based on the OIG risk plan and other identified risk areas, as well as HIPAA and privacy compliance concerns and other investigative and reporting needs across the academic institution and its various committees – all with a team of only six analysts to cover approximately 3,500 providers.

"With so many providers and only a small team, it's easy to lose track of audit investigations and related tasks," explains Christina Olson senior manager, of healthcare compliance. "We used to use task management software, but because it wasn't integrated, sometimes people would forget to do it."

Amidst a very, very large number of bills and line items to review, the Baylor compliance team needs an integrated platform to enable their busy analysts to identify and prioritize higher-risk billing compliance areas.

> " *MDaudit allows us to handle more volume while taking care of the details that we could easily miss.* "
>
> – **Christina Olson** - RHIT, CHC, CCS, CCSP, CPMA, CRC Senior Manager, Healthcare Compliance

THE SOLUTION

> MDaudit Enterprise offers a more integrated solution to deliver value across the academic institution.

Having been long-time users of MDaudit Professional – "since the days of cave paintings," jokes Olson – Baylor converted to MDaudit Enterprise in late 2021. The team now leverages MDaudit's automated task management and customizable audit workflows to improve efficiencies further and enable a more strategic approach to auditing. Olson describes the advantages of the fully integrated system, "MDaudit allows us to handle more volume while taking care of the details that we could easily miss."

Using integrated audit task management within MDaudit, Baylor streamlines communications within the team of analysts, improves accountability across the organization, and even informs future corrective action plans based on providers' past performance and responsiveness. "What I love, love about tasking is it allows me to have a single source for all audit investigation-related and subsequent tasks," says Olson. "We can see who is responsive and who needs additional follow-up."

MDaudit helps Baylor identify systemic risks from historical data and apply insights proactively to address denials, enabling Olson's team to quickly identify risk areas across the institution without running reports for every department. Risk area worksheets ensure that analysts ask all the necessary questions of every provider for every review. "They give

us consistency. I know if somebody scores a 70% accuracy, it's because my analyst looked at everything on that worksheet and said yes or no, and that they've covered everything," explains Olson.

The entire organization benefits from a healthy bottom line with MDaudit's advanced technology and actionable insights. For the compliance department, Olson explains that the platform is easy to use, intuitive, and customizable, enabling the team to build reports for key findings and data. "We have a lot of work and not a lot of time," says Olson. "Without MDaudit, I don't think we could manage 3,500 providers with a team of only six people."

For providers and the entire College, MDaudit ensures proper documentation to avoid denials and retain revenues. In the first year after converting to MDaudit Enterprise, Baylor completed over 1,000 audits, identifying over $264,000 in compliance risk and over $41,000 in potential revenue loss due to underpayment.

For College leadership, MDaudit delivers crucial visibility through predictive and diagnostic analytics. APIs enable MDaudit to interface with Baylor's business intelligence platform, powering custom reporting for leadership throughout the academic institution. "With MDaudit, I can show that our compliance program is effective through consistent, reliable data," says Olson.

"The greatest value MDaudit delivers is consistent, accurate results," explains Olson. "That helps us build a stronger education program and

helps to motivate our providers to do better." At Baylor Medical College, consistent, accurate results lead to better education and more defensible positions on external audits, which reduce the organization's risk, protect the bottom line, and enable everyone to continue focusing on patient care.

"Personally, the team at MDaudit makes me feel like their most important customer," says Olson. "Not just in the warm fuzzy way, but in a real way that affects me professionally – that I feel heard and what I need gets done."

> " *The team at MDaudit makes me feel like their most important customer… in a real way that affects me professionally – that I feel heard and what I need gets done.* "
>
> **– Christina Olson**, Healthcare Compliance

RESULTS

In the first year of MDaudit Enterprise utilization:

AUDITS COMPLETED	COMPLIANCE RISK IDENTIFIED	POTENTIAL UNDERPAYMENT/REVENUE LOSS IDENTIFIED
1,000+	**$264K**	**$41K**