



Dental Workflow

Accelerate the productivity of your auditing processes through automation

COMPLIANCE

Overview

MDaudit Dental Workflow provides healthcare organizations with the tools necessary to automate time-consuming tasks for a more strategic approach to auditing.

Compared to traditional methods, auditors using MDaudit significantly increase efficiency and productivity by eliminating non-value-added time spent on labor-intensive preparation and reporting tasks. By combining automated workflows with continuous risk monitoring and anomaly detection, organizations can quickly identify risks, determine the root cause of errors, and apply corrective actions to prevent future losses.



EFFORTLESS SECURITY AND PEACE OF MIND

The MDaudit Dental Workflow provides a single-source solution for examining the dental billing patterns within your organization. Audits can be more efficiently managed through a templated and customizable workflow, automated task management, and digital document management. Additionally, MDaudit provides robust audit reporting capabilities with advanced analytics dashboards that enable users to uncover insights quickly.

Key benefits:

- Focus on process improvement, not just error detection, with true insights into the cause of errors and the tools to educate and correct them
- Collaborative platform to bring all your stakeholders together on focused, targeted insights available through robust reporting and intuitive dashboards
- A closed-loop solution that automatically ingests your data, creates audits, identifies trends, displays results, and offers advanced analytics of billing and remittance data
- Auto ingestion of 837D and 835 file formats
- A HITRUST CSF Certified solution hosted by AWS that has met key regulations and industry-defined requirements and is continuously updated to manage against new risks and threats

The MDaudit Audit Process



Auto-ingestion of
billing data



Continuous monitoring
and anomaly detection



Auditing workflow
automation



Education and
corrective action
enablement

Dental Audit Workflow

Growing concerns over rising healthcare costs and digitizing patient care data have increased the likelihood that providers and their staff will be exposed to claim audits and reviews. To mitigate the risks posed by these audits, it's critical for professionals to follow appropriate coding practices and provide proper documentation that supports those practices. MDaudit Dental Audit Workflow helps dental organizations assess the risk of an audit by comparing dental coding practices against those of their peers. By objectively assessing the risk, auditors can more efficiently educate providers and office staff and develop mitigation plans to prevent adverse audit findings.

Key benefits:

Easily search for and audit dental charges

- Any components at the case and line level can be reviewed

Powerful scheduled audit planner

- Efficiently manage time and resources, so next audits are automatically scheduled if necessary

QA and coder reviewer functionality

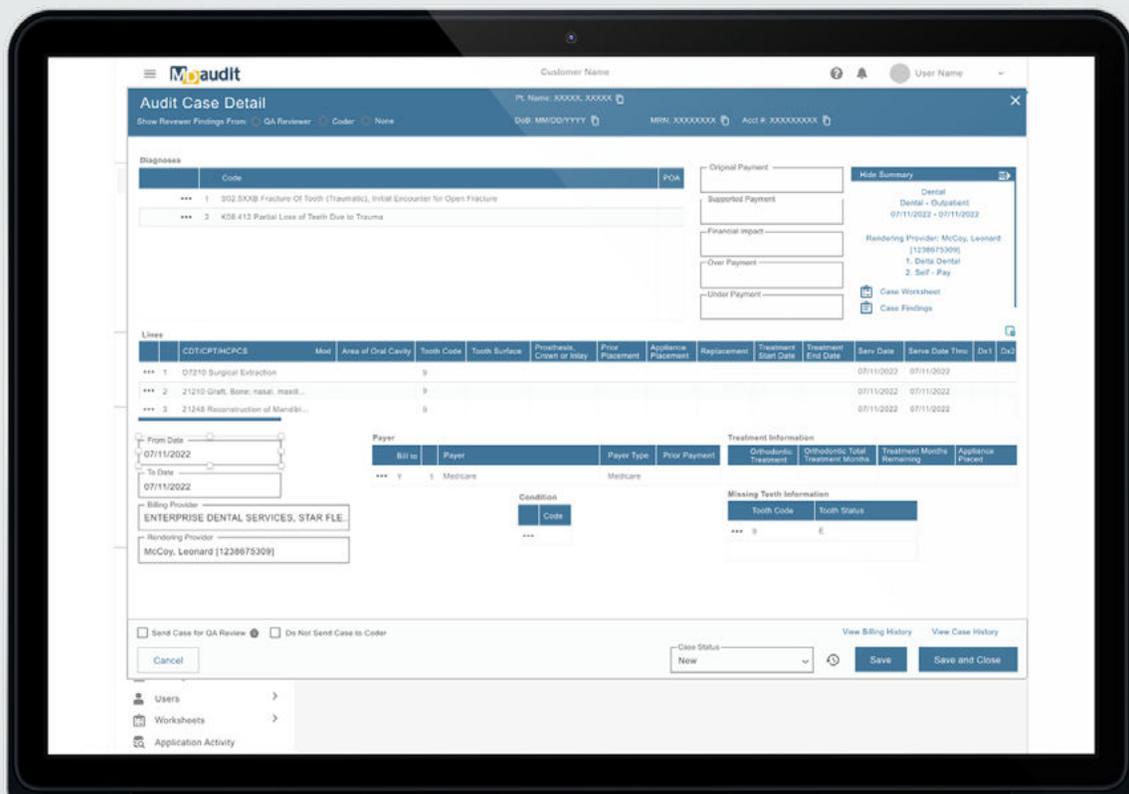
- Assign audits for secondary reviews and communicate directly with coders within the audit

Corrective action tools and audit result reporting

- Audit reports provide visibility of performance and identify necessary education areas with providers and staff

Insights into the financial impact of audit findings

- Understand the financial impacts of billing based on auditors' findings



EXTERNAL AUDIT WORKFLOW (EAW)

As payers expand auditing efforts to reclaim money from improperly filed claims, dental organizations face a growing threat to their bottom line. Revenue cycle and compliance administrators are seeking new ways to assess, respond, and report on external audits to protect their revenue. The first line of defense against external audits is a centralized and streamlined process for receiving requests, assessing claims, and qualifying appeals and payments. With MDaudit External Audit workflow, you can improve cross-departmental collaboration and productivity to meet even the toughest audit workloads and schedules.

Specialized External Audit Features:



Automated processes to quickly assess and respond to external audits



Task management capabilities simplify coordination between internal stakeholders



Reporting features highlight protected revenue and help demonstrate the positive financial impact of compliance



Comprehensive tracking and data visualizations that provide full transparency into the statuses of external audits

RETROSPECTIVE AUDITING CAPABILITIES

Retrospective auditing capabilities allow for detailed examinations of internal claims processes that can help uncover underlying problems or high-risk areas based on adjudicated results.

Retrospective audits have the advantage of time as submissions are not dependent upon their results.

Without this time pressure, compliance and revenue integrity professionals can perform thorough, in-depth analyses to uncover areas of high-risk billing patterns. Auditing scopes can be adjusted to gather and review larger data sets and communicate findings back to the revenue cycle team and providers. This enables the organization to get to the root cause of any problems uncovered and initiate a comprehensive corrective action program focused on the impacted areas, whether they be based on eligibility, clinical documentation, or coding.



Audit Workflow Features

SCHEDULED AUDIT PLANNER

Streamline your audit planning, scheduling, and management processes with a robust set of tools. Automate scheduling tasks, create audits in bulk, and view upcoming audits. Set up new audit pathways and assign pathways to existing audits. Review work assignments and allocate audits across auditing resources based on your organization's specific needs and work plans. Based on audit outcomes (e.g., pass, fail, satisfactory, unsatisfactory, etc.), MDaudit can then auto-schedule and create subsequent audits when they come due.

TASK MANAGEMENT

Build defined tasks and processes based on the unique needs of your organization. Easily review the status of all tasks in the queue across all stakeholders, making it easy to identify the next steps or bottlenecks. Create automated task reminders to help stakeholders stay on task and on time without requiring project management resources.

FINANCIAL IMPACT CALCULATION

View information related to original and supported payments at the case or line level with financial impact summaries. Financial impact summaries are also available as management reports, which can show data across multiple audits. These reports can help organizations track and trend payment integrity and can be used to operationalize refunds and rebills.

DOCUMENT MANAGEMENT [OPTIONAL FEATURE]

Easily manage and organize documentation in a hypercompliant repository. Attach documents directly to individual audits to consolidate all audit data into a single source for the highest degree of accessibility for all stakeholders.

BILLING HISTORY REVIEW

Save time and reduce human error with simple and easy access to billing history. With Billing History Review, auditors can see the entirety of all claims and remittance advices that were sent and received. This feature allows full transparency into not only the claims that were billed but also the corresponding payment and denial amounts. Auditors can audit the claims and investigate the reasons for denials in a single view.

CASE SEARCH

Reduce audit creation time with fast, convenient case searches that can handle various search criteria. Using the search criteria, MDaudit pulls cases from the available pool defined by the criteria details submitted. Case Searches can be performed during the creation of an audit, from within an audit on the case search tab, or by clicking on the Case Search icon on the main menu.

CUSTOMIZABLE USER ROLES

Out of the box, MDaudit offers both curated and custom user roles to support the varying needs and requirements of healthcare organizations. Existing custom or curated user roles can be easily copied to create new non-curated roles for an organization. User roles can also be assigned a variety of pre-configured feature Groups, which allow user access to specific areas within MDaudit to enhance data security and integrity.



Measurement and Reporting

Take action on your audit findings with the robust measurement and reporting capabilities provided with MDAudit Audit Workflows. Data from your audits can power your organization to drive corrective action measures, educate providers and coders, and plan for effective workplans. Harness the power of robust measurement and reporting features and drive operational excellence through data-driven decisions.

AUDIT INSIGHTS

Audit Insights is an analytical tool geared for senior management to measure the effectiveness of compliance programs. These analytic insights incorporate all your audit data into visuals and tables where you can filter and drill into specific data points to further refine your needs.

The Insights are categorized into three focus areas:

- **Productivity and Quality** – Highlighting performance and productivity between auditors and audit groups.
- **Results** – Providing insights into your audit outcomes and accuracy rates for provider, coder and facility audits.
- **Targets** – Highlighting audit areas that yielded unfavorable outcomes and where subsequent audits and attention may be needed.

REPORTING

Audit Workflows include several types of reports, ranging from specific curated reports to user defined Ad Hoc reports.

- Audit reports contain information related to single audits. For example, audit case detail and financial impact summary.
- Management reports offer flexible filtering and report options across one or more audits for example finding summaries and charge impact.
- Ad Hoc reports allow flexible selection and filtering of data through direct access to underlying billing, audit results, remit, and system access data.

Ask about our optional advanced charge and denials reporting and analytics tools, Revenue Optimizer and Billing Risks.

