

MDaudit Enterprise

Build confidence into your revenue stream.

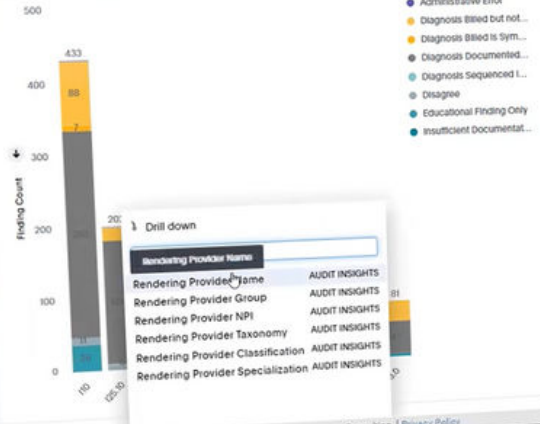


MDaudit Enterprise

Audit Insights

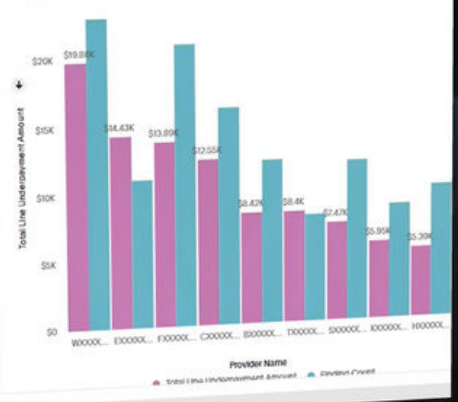
3C.7- Top 10 Diagnoses with Non-Agree Findings- PB- Last 6 Months

Looks at all audited diagnosis codes where the audit finding curated category is not Agree, including missed diagnoses. Shows the top 10 billed values based on statement through dates in the last 6 months for...



3C.8- Top 10 Providers- Undercoding Based on Line Payment Amount- Last 6 Months

Shows the top 10 rendering providers with the largest underpayments due to undercoding, based on statement through dates in the last 6 months for professional claim services. Identifies particularly...



MDaudit Enterprise

Automate healthcare audits. Monitor and minimize billing risk. Detect billing anomalies. Maximize revenue opportunities.

Changes in the healthcare industry are putting more pressure on oversight responsibilities for hospitals and health systems. To avoid financial penalties, reimbursement paybacks, and tarnished reputations, organizations need proven partners that they can trust.

For more than 25 years, we have partnered with the nation's premier healthcare organizations to improve revenue, mitigate risk, and streamline operations to help them succeed in an evolving healthcare landscape. By combining our industry-leading revenue integrity software with unparalleled compliance and revenue cycle expertise, we help organizations collect, find, recover, and retain more revenue dollars throughout the entire revenue stream.

MDaudit Enterprise enables organizations to reduce compliance risk, improve efficiency, and retain more of their revenue stream by providing workflow automation, risk monitoring, and built-in analytics and benchmarking capabilities – all in a single, integrated cloud-based platform. It provides you with all the tools you need to move from risk identification to risk management without having to switch between multiple applications. One in eight providers in the U.S. are audited using MDaudit.

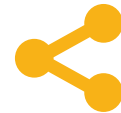
To us, success means helping our customers build confidence in their revenue stream by delivering robust solutions that optimize business processes and minimize revenue risks.



Automate your auditing process.



Act on a more transparent view of revenue flow.



Share insights on billing and denial trends.

Applications of MDaudit

Enterprise scalability and collaboration that drives business process efficiency and revenue optimization.

Healthcare organizations need to be flexible, agile and adaptable to keep pace with continuously evolving governmental and private payer oversight responsibilities. MDaudit Enterprise offers robust features and capabilities that can be applied throughout your organization's billing and compliance processes. With shared data and insights, healthcare organizations can build a more collaborative work culture that enhances the performance of your overall revenue integrity operations.



Auditing and Billing Compliance

MDaudit Enterprise provides a closed-loop solution that automatically ingests data, creates audits, identifies trends, displays results, and offers advanced analytics of billing data. Auditing and billing compliance professionals can easily automate time consuming tasks to conduct more audits and focus more effort on corrective actions that improve processes, educate stakeholders, and prevent future losses. Robust reporting and intuitive dashboards provide users with an opportunity to share focused, targeted insights with other stakeholders and drive collaboration across the organization.



Revenue Integrity and Revenue Cycle

MDaudit Enterprise is more than just an auditing solution. It empowers healthcare revenue cycle and integrity teams to conduct audits more efficiently and strategically, both prospectively and retrospectively. Its denials insight tool helps users determine the root cause of denials, supporting organizations in mitigating denials and maximizing revenue opportunities. Dashboards and robust reports provide the insights needed to pinpoint where revenue may be lost or at-risk and give the tools needed to educate stakeholders and take corrective action.



Health Information Management (HIM)

Health Information Management (HIM) and coding team managers need a tool that can eliminate manual processes and streamline coder auditing, rebuttal and reporting needs. MDaudit accomplishes these tasks and more in one collaborative platform. Human error is an unfortunate reality, regardless of coder experience level. With MDaudit, organizations can maximize the effectiveness of internal resources by passively monitoring and identifying risks. By proactively investing in education and corrective actions, teams can ensure charges are billed accurately, increase first pass pay rates, decrease days in accounts receivable, and accelerate cashflow through maximized reimbursement.



Business Process Outsourcing Providers

Outsourced service vendors responsible for managing the revenue cycle, coding, auditing, or accounts receivable programs of healthcare organizations require tools to ensure they are delivering the best service possible for their clients. MDaudit provides full visibility into the number of audits performed and other key metrics showing the efficacy and effectiveness of services provided. Vendors can easily identify provider and coding anomalies, and show clients where they are losing revenue, how to resolve issues, and ways to improve revenue flow. Access to the MDaudit can also be shared with clients for greater transparency and collaborative risk management monitoring and planning.

MDaudit Features and Capabilities

Build confidence in your revenue stream with intuitive auditing workflows and analytics that deliver actionable insights.

MDaudit provides a single, centralized platform for all revenue integrity stakeholders to collaboratively view and manage your organization's data. Audit workflows and analytics are integrated seamlessly for a fluid and efficient experience. Users can easily identify trends and detect anomalies and rapidly perform root-cause analyses.

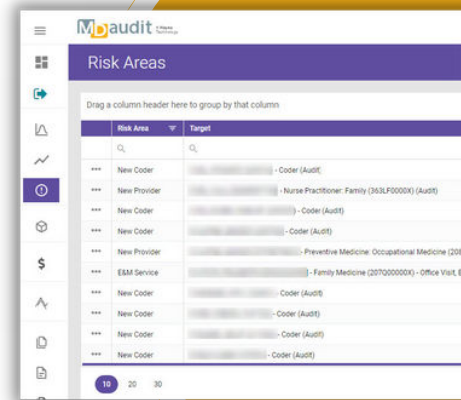
Audit Workflows

MDaudit Enterprise's audit workflows provide 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 can 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.

Our auditing workflows provide a single-source solution for examining all chart types within your organization, including:

- Professional Billing Audit Workflows (retrospective and prospective)
- Hospital Billing Audit Workflows (retrospective and prospective)
- Coder Audit Workflows (retrospective and prospective)
- External Audit Workflows

Additionally, MDaudit Enterprise provides robust audit reporting capabilities with advanced analytics dashboards that enable users to uncover insights quickly.

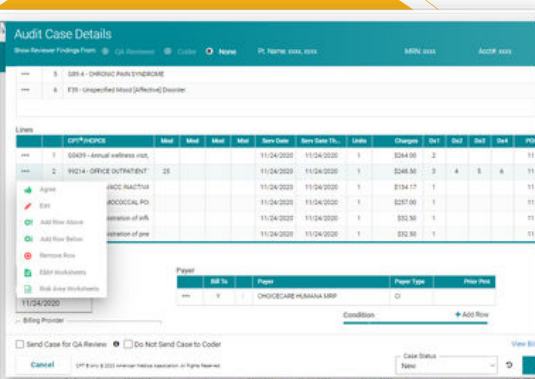


Analytics (Optional Modules)

With MDaudit Enterprise Analytics, users can transform massive and unwieldy volumes of data into simple, yet comprehensive insights to identify compliance and revenue risks. Powered by advanced statistical algorithms and augmented intelligence, these analytical tools allow resource constrained healthcare organizations to transition away from reactive measures and focus on proactive actions. In doing so, they can help organizations determine risk areas for overpayments or underpayments, increase compliance enforcement, and safeguard organizations from reputational and regulatory risks.

Charge Analyzer leverages the charge data ingested regularly from professional and hospital claims to detect anomalies and determine root cause, benchmark against peer organizations, identify risk areas, and bring new insights to healthcare billing compliance and revenue integrity teams.

Revenue Optimizer helps healthcare organizations make more informed decisions and take more effective actions to avoid risk and maximize revenue. Its versatility, ease of use and depth of features removes barriers from revenue integrity to accelerate cash flow and maximize value-based reimbursement.



Click to Download the Audit Workflows Brochure

Click to Download the Analytics Brochure

Implementation and Training

Agile implementation and comprehensive training to ensure rapid adoption, comfort, and expertise.

To ensure healthcare organizations experience the benefits of MDaudit Enterprise as quickly as possible, Hayes has modeled an agile implementation methodology that provides usability in as little as 4 weeks. However, our coordination with customers doesn't end there. Following a successful implementation, our team continues to work with you on post-live optimizations, including fine tuning of configurations, process optimizations, and on-going employee training. This ensures rapid deployment without sacrificing the education that is vital to long-term success.

Whether you are learning to use MDaudit for the first time or developing new skills to enhance your experience, our training program offers educational opportunities for everyone. MDaudit users will experience a blended training approach with computer-based microLearnings and eLearnings, instructor-led training, and consultative coaching sessions. Using this comprehensive approach ensures access to the right training at the right time.

Additionally, users will have opportunities to attend periodic live training workshops that provide advanced usability training on topics inspired by community feedback or trending within the industry at large.

Standard Implementation Timeline

✓ Tasks

Week 1-3

Week 4-12+

Solution Design Strategy Sessions

Data Readiness-Obtain and Transmit Data

System Configuration and Super User Training

Audit Ready Training and Go Live

Post Optimization + Advanced Training

Transition to Support and Customer Success

Train on your own terms with MDaudit LEARN

MDaudit LEARN is a simple, easy-to-use learning center accessible from within MDaudit where users can train to enhance their efficiency and assist in operationalizing the platform within their organization. Whether you need help creating an audit, running a report, or learning a brand-new workflow, MDaudit LEARN is there to support you. After watching a brief welcome video to learn the basics of how MDaudit LEARN works, users can proceed to identify and select appropriate coursework for themselves, or peers based on role or experience level.

- **New Customer Implementations:** During implementation, a Hayes project manager will help establish a learning plan in MDaudit LEARN. The learning plan will assign courses directly to users' profiles for easy access.
- **Training New Employees:** New employees can be assigned coursework based on specific product features or placed in learning tracts based on their user role, depending on their needs.
- **Current User Training:** Users looking to brush up on their MDaudit skills can freely browse and select individual courses using course catalogues that are organized by topic.

Customer and Community Support

Gain access to an experienced industry support team and vibrant community of peers.

As an MDaudit Enterprise user, you don't have to face complex challenges or questions alone. With access to an experienced customer support team, dedicated customer success managers, and the MDaudit peer community, help is available wherever and whenever you need it.

Customer Support

Our customer support team brings over 45 years of combined experience supporting customers on MDaudit. They are not just experts with MDaudit either; they understand the nature of your business as well. With prior work experience in medical billing and healthcare auditing, our team melds years of industry knowledge with detailed product expertise to ensure you can get the most out of your experience with MDaudit.

Contacting our customer support team is simple and flexible with a variety of channels available, including support ticket submission via email, customer phone support, and an online customer support center that can be accessed directly through MDaudit. Additionally, we leverage Salesforce technologies to help document and monitor tickets to ensure the highest degree of accountability and timely communications. When you need support, we are there to help in the quickest and most convenient way possible.

Customer Success Managers

To ensure your continued success with MDaudit well beyond implementation, we assign dedicated Customer Success Managers to each MDaudit customer. These representatives act as strategic partners to your organization and are focused on helping you achieve your goals. Through regularly scheduled business review and other ongoing collaborations, your Customer Success Manager will ensure that you are kept up to date on the latest product developments and roadmap, as well as potential opportunities to participate in development partner opportunities that keep your organization on the cusp of digital innovation.

MDaudit Customer Community

Customers can also seek support from prominent healthcare organizations across the country by leveraging the expertise of the MDaudit community. As a member of the MDaudit partner community, you will be able to access and use a growing library of proven, curated risk management and compliance best practices. You can benchmark your organization's performance against real-world data from MDaudit community peers or national CMS data to better understand your efficacy and identify potential risk areas for further analysis.

