CHARTFAST
AUDIT CENTRAL

Simplifying the Fulfillment of Risk Adjustment & HEDIS® Requests

Finally, A Solution that Saves You Time and Expense in Audit Response

It's no secret that health plans have increased both the frequency and depth of Risk Adjustment (Medicare Advantage, Commercial and Medicaid, RADV) and HEDIS audits. The ability to manage and quickly produce requested medical records is a huge burden on healthcare providers. The sheer volume of records and the specifics of each audit request puts a tremendous strain on your HIM organization. This burden affects your staff and your bottom line.

Fortunately, there is a solution. ChartFast Audit Central gives you the ability to receive all requests electronically, reduces the need for phone calls and onsite appointments from plans or their authorized representatives, processes the requests and securely submits the medical records electronically back to the plans within specified time frames. Health plans also benefit by using the most HIPAA compliant process of requesting records which allows them to receive better quality charts, faster.

YOU'RE A DOCTOR, NOT A RECORDS MANAGER

Responding to audit requests is an involved process, taking your organization away from its primary focus of providing excellent patient care. The process of finding specific information in specific records covering specific time periods takes a great deal of effort. During that time your practice is no longer a medical practice and is instead a records management business.

ChartFast Audit Central can take much of that burden from you. Our platform allows health plans to enter a single request or upload a file for multiple requests. Our expert staff will work with the plan to ensure the record request is correct before you ever see it. With ChartFast Audit Central, your cost to respond to an audit will be drastically reduced, and your ability to respond to the audit will be greatly improved.

SAVING TIME AND SAVING MONEY

Historically, the process for responding to audit requests has been a manual one. Your staff has dedicated hours of otherwise productive time researching, gathering, sorting, collating and delivering the requests for specific information from the requesting health plan or authorized organization. This is a time consuming and expensive process that also creates stress for your staff as they try to work within the timelines dictated by the health plans.

CHARTFAST

ChartFast's online web portal allows health plans to electronically submit requests, communicate with the providers, track the status of those requests and receive the medical records without sending one piece of paper or even making one telephone call. Because the ChartFast provider/plan portal can be seamlessly integrated with the EMR systems, the turnaround time is unmatched. ChartFast Audit Central includes the ability to request specific chart sections or dates of service, while adhering to HIPAA standards. ChartFast Audit Central is "pre-programmed" for HEDIS so the correct chart sections will be delivered, thereby improving the quality of information.

HIPAA COMPLIANCE IS BUILT IN

In the process of responding to an audit, you are asked to provide hundreds (if not thousands) of records containing protected health information (PHI). It is your responsibility to ensure that the records you are delivering are going to organizations with the right to view that information. Failure to protect this information can result in civil (or even criminal) penalties and fines that can cost thousands of dollars.

With ChartFast Audit Central, we will ensure that the requesting party has the right to request the records, and our staff of audit experts will work directly with the requester to ensure that the information being provided is required to respond to the audit. You can be assured that the chart sections and date ranges requested fall within established CMS and NCQA guidelines.

Our platform exceeds HIPAA regulations on administrative, physical and technical security of PHI. We utilize a best-in-class security infrastructure that ensures all communication is encrypted with redundant application protection.

THE BENEFITS ARE CLEAR

ChartFast Audit Central will ease the burden that comes with audit requests. You owe it to yourself and your staff to discover what ChartFast can do for you.

THE BENEFITS OF CHARTFAST AUDIT CENTRAL INCLUDE:

- Easy upload of single or multiple requests.
- Online provider/plan communication and notification tool.
- Reduced administrative strain on staff.
- Elimination of hard costs such as EMR training time, paper, toner and postage.
- Increased compliance with HIPAA privacy laws.
- Decreased overall turn-around time.
- Real-time status and delivery.
- Remote and Onsite (shared and full service) models available.

To learn more about ChartFast solutions, visit us at: www.chartfast.com

To speak with a ChartFast sales representative please call us, toll free at 888.202.1671
Or email us at: info@chartfast.com

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