

The logo for KAV Consulting, featuring the company name in a white, lowercase, sans-serif font. A white swoosh underline is positioned beneath the 'k' and 'a' characters. The background of the entire page is a vibrant purple with a complex, layered design of white and light purple geometric shapes, including various gear patterns, circular arcs, and abstract lines, creating a technical and digital aesthetic.

kavconsulting

Services and Utilities Catalog

Get to know KAV

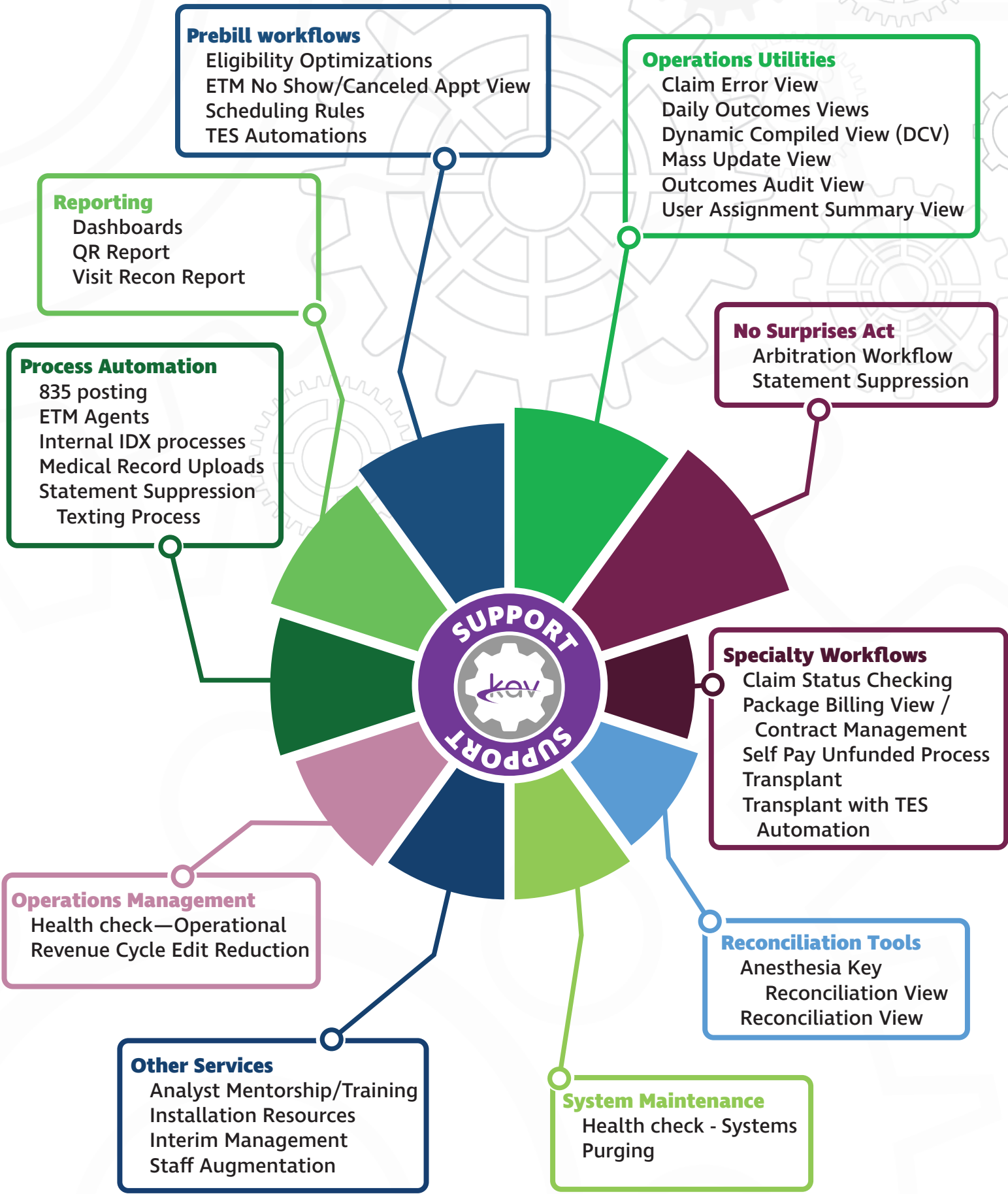
Healthcare billing is constantly changing. You have to be flexible in your approach to everyday tasks and be on the lookout for options to improve processes. KAV has several offerings to choose from to help increase your productivity, efficiency and cash collections. We enjoy bringing value to organizations we work with and promote a culture of quality and commitment to our clients. athenaIDX Enterprise Task Manager (ETM) has become a major focus of our work, although we continue to manage and support a variety of projects and products .

Each member of our team has an area of strength and combined, the team has a strong background in all areas of athenaIDX. Understanding how these applications fit together to build a strong, cash-centric process enables us to provide value to our clients quickly and efficiently. In the same number of hours scoped, we provide faster, higher-quality results. We are not contractors who approach a project with an attitude of "Tell me what to do." We are true consultants, bringing a combined 100+ years in healthcare billing and information technology. Not only do we know the system, we understand the process, the goals, and how to get there.

Check out more information about each team member at www.kav-consulting.com

KAV Support Options

At KAV we strive to develop opportunities to assist our clients to be as effective and efficient as possible. Sometimes that is in the development of the utilities and offerings in this catalog. But at times it is providing support on a daily basis. We offer Support Contracts and currently provide application support to roughly 20 clients. These clients have access to KAV resources on a daily basis and automatically receive many of the opportunities outlined in this catalog. Please refer to the last several pages of this catalog for more information on our support opportunities.



Operations Utilities

It is said that necessity is the mother of invention. So is listening to your clients! And we do that well! We have created these utilities that have been asked for by our clients over the years and that we feel will bring value to your daily work efforts! Allows the AR staff to

Claim Error View T1 T2 T3

Many times too many claim edits are caused by incorrect updates made in the accounts receivable department. We want the people who created the problem to correct the problem. This solution allows the AR people to see and resolve the edits they caused based on Outcomes yesterday. The View replaces Select A View as the default View so that there is no missing the need for resolution.

Daily Outcomes Views T1 T2 T3

Whether your employees are remote or in the same office, improving oversight can be accomplished by providing management with ad hoc access to the latest productivity information. To assist with this, KAV has developed a solution to provide productivity data to management real-time. There are two levels of Views available, one reflecting today's Daily Outcomes for the entire ETM Department and the other for individual Users.

Dynamic Compiled View (DCV) T1 T2

The Dynamic Compiled Views (DCV) is an opportunity for advanced users to query the athenaDX database and create work lists that will enable those same operations management users to perform mass updates on the defined tasks using predefined actions such as Change FSC, assign to an ETM Role or perform Invoice write offs. This provides a query based opportunity for special projects and large volume record querying directly within ETM.

Mass Update View T1 T2 T3

Occasionally there are situations that require the processing of invoices from a spreadsheet. KAV has developed a new method of easily importing these lists of invoices into ETM so they can be processed. This method is very user friendly and flexible, able to accommodate a wide range of needs from mass adjustment, to mass FSC transfers, and even to the creation of Manual Tasks.

Outcomes Audit View T1 T2

In certain departments there is a need to audit certain numbers of Outcomes to ensure quality choices are being made. By providing a View that includes designated Outcomes and Users and defining the number of audits per day, QA resources can ensure that quality. The actual percentages of pass/fail percentages are also recorded.

User Assignment Summary View T1 T2

Having staff working across workflows can be difficult from a management perspective, but when that structure is required, it is important to be able to identify the work allocation of each user across all workflows. This gives a morning eye's view to all the tasks assigned to users within the department by workflow. Research still needs to occur at the PIT report level but this will assist with your team's full picture of work for the day.

Operations Management

We sometimes get so focused on responding to daily fires and crises that we don't take the time to analyze what is happening in the AR and associated processes. With our expertise in systems and operations, let us assist with that vision using the tools below.

Health check - Operations

The most valuable component of ETM is its clarity and transparency in presenting information to management. If the intended structural elements are not maintained optimally then reports and Views can have diminishing value. We want every client to get the full advantage of ETM. Let us evaluate your reports and procedures to ensure effective utilization with a significant splash of training.

Revenue Cycle Edit Analysis

Working denials and rejections can be a full time job. Users get in the habit of just "cleaning up the issue" and do not have the ability to quantify claim rejections that can result in charge corrections or manual follow up. Being proactive and evaluating that work to move these errors back up the revenue cycle to TES reduces the cost of collections. By expanding your TES edits, you minimize the time spent on rework. In TES, the correction is a quick fix versus a charge correction and resubmission of the claim. KAV can assist with an analysis of your rejections and charge corrections and provide a summary that we will review with your team to identify missed opportunities.

System Maintenance

Just like your car, there is preventative maintenance that should occur to keep things running smoothly. ETM is a very complex application and keeping ahead of these maintenance issues, before they negatively impact your users, is important.

Health check - Systems

After years of experiencing the benefits of ETM some maintenance is typically needed whether it is in the area of ETM Events, Agents, View Load Times, or other attributes of the application. Our expertise allowed us to put together a standard set of components for analysis that will evaluate your system and help get ETM back to running efficiently.

Purging

Purging is a maintenance task that is necessary that becomes more critical over time. Purging of ETM Events, Notes and/or Tasks, does not have to be painful. We can work with you to define and execute a simple plan to initiate and automate purging.

PreBill Workflows

Getting claims submitted as clean as possible is a goal of every organization. But a focus on reporting and efficiency is also necessary. The following options bring all of these areas into focus.

Eligibility Optimizations

Verification of insurance eligibility is a very necessary part of the billing process as it is directly linked to claim denials and payment delays of any healthcare services. However, are you set up to check all the payer connections? Does the eligibility response provide a generic response or a more specific indicator to quickly work the rejection? These questions are what we can help answer by providing an effective analysis of your current eligibility process. Evaluating not only the eligibility responses, but including an analysis of eligibility tasks throughout the claims cycle will bring significant positive benefits to your bottom line.

ETM No Show/Canceled Appt View

ETM can be implemented in Scheduling to manage missed or canceled appointments by creating a work list which can be assigned to a centralized scheduling area for follow up or assigned to users by department via the ETM User Profile. The automated calling system cancellations can be pulled into this view for follow up to improve patient satisfaction. Additional benefits with this solution is the ability to better understand why a NOSHOW rate is so high for a particular provider, department or location by using Outcomes to document the patient's reason for missing their appointment.

Scheduling Rules

Understanding how you can manage and monitor distinct scenarios in your practice can be achieved via standard scheduling rules. We can assist with implementing scheduling rules with standard visit types using teams and scheduling rules that improve patient flow and keep the providers busy with the types of patient that are within their specialty. Urgent conditions alerts can be included.

TES Automations

TES edit actions can do so many more updates than what the typical implementation utilizes. If users are consistently performing repetitive actions to update encounters, let us help automate those steps by using tailored TES edit actions to improve productivity and accuracy. A hands off approach to automating the updating of TES encounters versus waiting for a user to perform the actions allows claims to get out the door faster while minimizing errors. From assigning site modifiers based on the diagnosis to adding the vaccine administration codes based on the vaccines administered per payer, to anything in between.

Other Services

With the power and complexity of not only ETM, but accounts receivable management and billing overall, there are times when you need some resources to step in and come up to speed quickly. Whether it's a short term need or a longer time frame, we have the expertise to provide that value.

Analyst Mentorship/Training

How much time would you say your organization would spend looking for the perfect candidate or candidates for your application support staff? Tack on the amount of time it would take to on-board and train them, and suddenly the hiring process has eaten up a lot of your time and energy that could have been used more efficiently. Allow KAV resources to provide the training to ensure a quick and thorough training curve or mentorship for current staff that may need that additional guidance.

Installation Resources

Whether you're installing a new module, a new ETM workflow or the entire system, having strong, knowledgeable resources who understand not only the applications, but the business, we can provide the guidance needed to make all of those decisions easier and more effective for the long run.

Interim Management

At times there is a need to supplement or provide interim management resources. With the experience that we have in both accounts receivable and system knowledge, we can quickly step in and fill the need while your management staff is coming up to speed. Even to provide some much needed system expertise to a tenured manager is a need we can fill for you.

Staff Augmentation

With our vast knowledge of all things IDX, we are able to fill a temporary skills gap for your application analyst positions and allow your operations to be supported by our experienced resources. For organizations who need to bolster their existing resources or to support projects that require expertise outside of their wheelhouse or the project list consists of mostly temporary, highly-skilled work, we can provide that support.

Reporting

Reporting is a cornerstone value of the ETM Expert Workflows. We have opportunities that enhance the standard reporting. These take management information to the next level!

Dashboards

KAVart is a powerful tool on its own. But were you aware that we also have a financial dashboard that combines and presents monthly financial data into one complete package of reports, inclusive of data preparation, scheduling and distribution on a monthly basis? This includes data from TES, BAR Month End Report tables and ETM into one dashboard that includes not only the rolling 12 month data as well as graphical presentation of the data.

QR Report

The standard Outcomes report offers an effective look at staff productivity. But what about the quality, or collectability of those actions taken? The quality report is designed to track the activity on invoices after a user has chosen an Outcome to determine the efficacy of their work. The data is presented as a Response Percentage and Quality Percentage. Knowing the true collections based on Outcomes chosen takes user management to an entirely new level of understanding.

Visit Recon Report

This report is for HPA/CBO customers that are looking to get a handle on their unbilled charges. This report will look at all visits on your system with unbilled dollars and give you information about where these visits are in the ETM workflows. It will also find any visits that are "stuck" and do not have a presence in ETM. The charges may have been deleted and not rebilled or various other scenarios that may have caused unbilled charges to not be moving along.

Reconciliation Tools

Standard KAVart reports like the PITs and Stage Summary allow managers a sense of confidence in knowing. Having the confidence to know that all charges are entered and where they are in those prebilling areas is more difficult. Now we have two reconciliation tools to provide that level of confidence in the Anesthesia, SIU and TES straight into BAR.

Anesthesia Key Reconciliation View

The standard process of working the Anesthesia Suspense Report relies on either a printed report or exporting the report out of IDX as an Excel spreadsheet. This solution transitions the Concurrency Calc Report into an ETM View. The View allows transparency into a summary of what is currently in suspense in the Anesthesia module. It also provides the ability to drop down into a detail view for that site to evaluate the actual anesthesia keys that are associated with a specific date of service. By allowing the client to define the breakdown, it is easy to assign to one user or multiple users based on the ETM User Profile. Just to add one more layer that will make this view a must have, KAV can add the ability to indicate and track the expected case count by client defined criteria to ensure there are no charges missed. While this view is optimally used in conjunction with the AE workflow, it can be used without.

Reconciliation View

This view can help track every face to face encounter in your organization with or without the scheduling application. Reconciling the different steps in the process, from SIU to TES into BAR and claims submission, this Reconciliation View brings everything into one place to ensure you are not losing cash in the clinic, operating room or hospital.

No Surprise Act

Legislation like the No Surprises Act is being implemented as it is being defined. Several different solutions are required for the different aspects of this legislation.

Arbitration Workflow

Legislation like the Federal No Surprises Act is changing the landscape of non-par reimbursement, creating a need for scalable solutions. This solution must address the strict guidelines and documented follow up with fixed timelines to retain the right to collect on unacceptably low payments. The expectation is that this will encompass a high volume of claims as well as disparate follow up protocols depending on the payer plan. This complex problem requires a dynamic and scalable solution. KAV has created such a solution.

Statement Suppression

Working with standard athenaIDX components, like FDL, Rejection Subsystem and FSC setup, we can provide assistance to allow you to suppress those invoices for validation prior to releasing them to patients.

Specialty Workflows

Standard workflows manage the majority of followup needs. But there are always exceptions that need attention in this business! Check out the different workflows that have been created to address those non-standard needs.

Claim Status Checking

Interacting with the payer's website through Robotic Process Automation (RPA) or working with a clearinghouse, the opportunity exists to receive the claim status and update the system effectively to manage or eliminate user interaction in the No Activity workflow.

Package Billing View / Contract Management

Case Management, Occ Med, Global Contracts, Special Arrangements, all have one thing in common, these invoices have to be excluded from the standard payer follow-up and be managed at the contract, rather than an Invoice level. This type of billing can cause additional work if not set up and managed properly. Our solution simplifies the workflow via the Package Billing View. The structure is very customizable to the type of special arrangement agreements at your site. This view is configured to keep any invoices related to these arrangements out of the normal follow-up and in the Package View where a special follow-up user manages the client billing. The Package View provides a Summary to show each arrangement by claim count and total charge amount while allowing the user to drop down to all the invoice level detail.

Self Pay Unfunded Process

Automate checking for Medicare/Medicaid eligibility for your Self Pay AR. This custom workflow can help streamline the checking of these self pay balances to see if there is coverage and help get these invoices to the insurance FSCs they need to be in.

Transplant

Managing transplant patients through the different zones/stages/dates, etc. as well as the associated donor billing is a challenge for standard workflows. Using data from a new registration screen and standard ETM components, claims submission and follow up can be controlled and monitored. Multiple types or occurrences of transplants can be accommodated. The donor account MRN is linked to the transplant patient so the user is able to manage the donor charges as well within this view. And above it all, reporting is now available to manage the entire process.

Transplant with TES Automation

This workflow supports the same standard transplant and donor patient management as the basic specialty view but allows for a more automated approach to the billing. This is handled via a new Transplant Profile Dictionary which provides transparency to not only the users that manage the process but empowers the system to handle the billing down to the transplant phase level. A structure like this supports the system by controlling when billing occurs as part of a global package to the hospital via an invoice vs sending an invoice to the patient's insurance as a fee for service via TES edit actions. This eliminates the lengthy manual charge review process.

Process Automation

Healthcare billing is hard. We all have to be flexible in how we approach everyday tasks. Having automation options is a necessary option. Being able to move rote and repetitive tasks from individual resources to automation reduces costs and allows those resources to focus on efforts that will provide more value to your organization.

835 posting

It is not uncommon to receive standardized files that have to be manually posted. These files can be translated into either a pseudo-835 format or a format that can be interfaced eliminating the need for manual posting. This has been implemented to post scenarios ranging from approved adjustments to agency payments in both BAR and HPA.

ETM Agents

Agents within ETM are powerful tools to allow very specific criteria to define automated actions. From adjusting either OA23 or bundling denials to creating distinct Views for ADT updates for collection turnovers, ETM agents can be defined to automate the rote tasks required in every billing office.

Internal IDX processes

Whether moving money within the Credit Balance flow, performing charge corrections, updating registration elements or providing payers with additional documentation repetitive processes can be significant productivity wins. KAV can assist you with automating these scenarios through a variety of tools.

Medical Record Uploads

Payers habitually slow payments down by requesting additional information. This process consumes significant amounts of effort from your resources. Integrating with the request, the payer portal and then returning the results to ETM can save hundreds of ours of resource time and provide consistent upload results.

Statement Suppression Texting Process ~~T1~~ ~~T2~~ ~~T3~~

If you are leveraging a texting process to enhance your self pay follow-up, statement edits can be used to suppress statements and reduce statement costs based upon rules you define. We have defined the process within athenaIDX to suppress statements when texting is in use that can be tailored to your needs. This solution does not implement the texting process, but sets clients up to reduce statements when texting is in use.

KAV Application Support Services

Athenahealth's ETM application is a complex enterprise workflow system. It can create significant operational value by building workflows that meet specific organizational needs for task management and workflow reporting. The value that can be built and maintained within the application is directly proportional to an organization's access to knowledgeable support resources. Because the learning curve for the ETM application is significant, maintaining in-house knowledge can be difficult during transitional times as well as for organizations running a lean resource structure such that resources are unable to dedicate time to ETM knowledge growth. For these organizations it can be difficult to achieve the full value of ETM. Because of ETM's strong value proposition leveraging outside resources should be considered when support is not a strategic option internally.

KAV offers staff supplementation as well as dedicated support for ETM. We have a proven record of understanding, resolving and enhancing the ETM application and suite of workflows. Because our resources continuously work with the ETM application we have developed an advanced understanding that allows us to solve problems in a fraction of the time that it takes most internal support resources. Our support agreements typically work out to less than the full cost of maintaining a full time ETM resource and provide more value. It would be difficult to maintain the level of support we provide unless your organization dedicated significant time and financial resources to developing and maintaining internal redundant resources.

KAV brings a wealth of Athenahealth/GE and healthcare expertise that also brings a depth of knowledge in many IDX areas including:

- BAR
- EDI Toolkit
- AES
- TES
- Additional applications also supported
- DBMS
- eCommerce
- Cache SQL
- ETM

The value of contracting with KAV goes beyond simply having submitted issues resolved. In managing the support agreement, KAV also brings the value of up to the minute ETM application and design elements as well as upgrade support for new releases. It is our intention to also proactively identify areas of improvement and/or enhancement to the client's utilization of ETM. This proactive management compliments the reactive resolution of submitted issues and ensures that the client is experiencing the highest value possible from the agreement.

Application Support Services

KAV's support agreement is supplemental to Athenahealth's support agreement in that Athenahealth's support is for application failures whereas KAV would support the design, build, and maintenance. All issues occurring in the application must be triaged to ensure that they are not design or build related prior to being submitted to Athenahealth as an application issue. It is important to understand that the services we provide would be considered billable if submitted to Athenahealth. KAV's support agreement helps ensure that only actual application issues are submitted to Athenahealth's, reducing costly design and build review by Athenahealth support. Additionally, KAV's support agreement would cover basic design and build modifications to meet the changing needs of the revenue cycle.

Support Contract Options

Contracts are defined based on three tier levels that depend on the KAV dedicated monthly resource effort and duration of the agreement. The table below outlines the Tier Level based on the effort and contract duration. Service Level Agreements (SLAs) are dependent upon the tier level.

Effort Level	Contract Years			
	2	3	5	Monthly
Strategic Partnership	Tier 1	Tier 1	Tier 1	160 hrs
Staff Supplementation	Tier 2	Tier 2	Tier 1	80 hrs
App Assist	Tier 2	Tier 2	Tier1	40 hrs
Retainer	Tier 3	Tier 3	Tier 3	20 hrs

Levels of support are included relating to each offering in the catalog that references a solution. Each offering is included in the contract with hour consumption restrictions.

- T1** Tier 1 includes all offerings indicated with a on the list, as well as future offerings
- T2** Tier 2 includes all offerings indicated with a on the list, as well as future offerings
- T3** Tier 3 includes all offerings indicated with a on the list, as well as future offerings
- Tier 4 is a retainer therefore does not include any solution offerings, but hourly utilization can be used to accomplish the goals.

Offerings not indicated with a tier icon would also be available within the support contract at an hourly utilization cost.





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