

## UW HEALTH JOB DESCRIPTION

### REVENUE INTEGRITY AUDITOR

Job Code: 300020	FLSA Status: Exempt	Mgt. Approval: D. Christiansen	Date: February 2022
Department: Patient Business Services		HR Approval: B. Haak	Date: February 2022

### JOB SUMMARY

Under the general direction of the Director of Revenue Cycle, the Revenue Integrity Auditor is responsible for resolving third party payer, audit review company and patient inquiries about charges on UW Health inpatient and outpatient accounts. This involves providing information to third party payers and outside auditors about UW Health charging practices, coding documentation conventions as well as billing policies and procedures.

The position is responsible for developing and administering UW Health policies and procedures related to third party audits to make sure that those policies are consistent with the National Health Care Billing Audit Guidelines and other hospital policies. The position is responsible for enforcing those policies with insurers and/or their review company representatives including pre-payment requirements. The position coordinates on-site audits, negotiates settlement of audit outcomes, and persuades third parties regarding propriety of UW Health billing rates and structure.

The position acts as a resource for staff on questions related to charges and reimbursement issues. The position expedites claim reimbursement by promoting confidence in billing accuracy on the part of payers, patients, and external agencies. The position identifies and works to resolve charge problems to ensure accurate and complete billing, and educates staff on proper billing, follow-up and documentation practices. The position reviews third party payer reimbursement denials based on documentation, billing accuracy, medical necessity, coding, modifier and relatedness issues, using data from these audits and concurrent reviews of bills to identify and rectify billing and documentation errors.

The position reviews all in-house organ donor bills to identify charges related to organ procurement. The position reviews care provided, adjusts the patient's account and transfers appropriate charges to the transplant program organ procurement account. The position performs other internal charge audits as necessary (example: charges related to a worker's compensation injury vs. health-related charges, Risk Management and Patient Relations cases).

The position manages projects for UW Health Revenue Cycle and supports enterprise-wide projects and initiatives that relate to UW Health priorities, health care legislation and compliance, and systems redesign that support new initiatives, improved revenue, and/or reduced cost.

The position: prepares and presents reports; assists the Director in establishing department policies, programs, and procedures; evaluates, initiates, and implements various department systems and procedures; revises processes and procedures as necessary to maximize efficiency. The position assesses fiscal and personnel implications of program changes, assists staff in implementing changes, then monitors and analyzes the impact of change.

This position requires effective communication and organizational skills, knowledge of various payer billing requirements as well as billing rules and regulations for patients with Medicare and Medicare HMO's. A strong knowledge of internal and external billing processes is important.

### MAJOR RESPONSIBILITIES

**Core Responsibilities:** Incumbent performs job demonstrating technical ability, understanding of job expectations and compliance with organization policies and procedures.

- Responsible for revenue cycle performance of University of Wisconsin Hospital and Clinics, University of Wisconsin Medical Foundation, University of Wisconsin Systems, Generations Fertility Care, Madison Surgery Center, Transformations Surgery Center, Wisconsin Dialysis, Wisconsin Sleep, SwedishAmerican Hospital, and Access Community Health Centers.
- Provide stakeholder feedback related to policies and procedures, payer billing and payment deadlines, and priorities toward reducing accounts receivable (A/R) and days revenue outstanding (DRO), increasing cash flow and UW Health's overall financial strength, providing excellent customer service.
- Imbue the staff with a commitment to Customer Service and helpfulness to our patients.
- Promote good public relations as a representative of the department and of UW Health in communicating with outside parties including patients/their guarantors and third-party payers.
- Be aware of and notify employees of changes in federal, state and/or third-party payer rules and regulations, department and hospital policies and system updates.

## UW HEALTH JOB DESCRIPTION

- Develop and maintain procedural documentation. Write and review reports to research specific work related issues such as employee, payer or system performance problems, and to identify work flow improvements.
- Provide prompt and accurate responses to staff questions, problems or information needs regarding a variety of issues including changes in third party payer contracts and requirements and government rules and regulations.
- Review and authorize internal adjustments and requests for refunds that result in a change in the status of a patient's account and the UW Health's A/R. Investigate adjustments and refunds as necessary to assure that all appropriate efforts to resolve were successfully exhausted. Provide feedback to staff regarding errors in refund and adjustment transactions.
- Identify and resolve system and payer issues that result in payment delays, incorrect payments and/or increased credit balances.
- Serve as a Business Office liaison with other UW Health departments, third party payers, the public, state and federal agencies and other parties in a problem solving or information capacity.
- Work regularly with managed care contracting to ensure audit policies are being adhered to and abided by.
- Participate in weekly administrative meetings and monthly staff meetings. Attend seminars.

### **Resolve third party payer, audit review company and patient inquiries about charges on inpatient and outpatient accounts.**

- Establish and enforce UW Health audit policies including pre-payment requirements. Communicate these requirements to audit review company representatives.
- Provide information to outside auditors about UW Health charging practices, coding and documentation conventions, as well as billing policies and procedures.
- Review and finalize audit results with review company representatives then expedite payment of balances post audit.
- Establish and maintain professional and cooperative relationships with external audit parties as well as other hospital and medical personnel to expedite audits and to achieve successful results.
- Collect and analyze data from audits and concurrent reviews to identify recurring problems with charges, claim edits, billing, automated systems, and medical record documentation that adversely affect reimbursement.
- Initiate and coordinate corrective measures, working in collaboration with a variety of hospital personnel, including department heads, nursing administration, physicians, and others.
- Prepare reports of audit statistics on a per case basis as audits are performed.

### **Review all in-house organ donor bills to identify charges related to procurement, adjust patient accounts and transfer those charges to the transplant program accounts.**

- Perform other "separation of charges" audits as necessary (example: charges related to worker's compensation injury vs. health-related charges, Risk Management and Patient Relations cases).

### **Review payer denials for medical necessity and un-relatedness issues and "fee schedule" reductions, initiating appeals to insurers and Wisconsin and other states' workers' compensation boards and the U.S. Department of Labor, as stipulated by the pertinent statutes and laws.**

**Provide expert guidance to patient accounting staff and other hospital personnel in areas of expertise, audit policies, patient care standards, charging and documentation conventions and policies, and statutes dealing with prompt payment, interest payment, and contracted reimbursement and appeals.** Assist staff in correctly responding to questions from patients and insurers regarding these issues. Educate staff on importance of careful billing and proper medical record documentation via participation in meetings and memos to department heads regarding audit outcomes. Assist patient accounting staff in collection of large balance accounts with interest due per WI Stats. 628.46.

### **Performance Measures:**

- Meet A/R goals set by the department management and administration including CEO, CFO and the Vice President, Revenue Cycle
- Complete and timely collection of patient accounts
- Annual performance reviews

**All duties and requirements must be performed consistent with the UW Health Service and Performance Standards.**

## UW HEALTH JOB DESCRIPTION

<b>JOB REQUIREMENTS</b>		
Education	Minimum	Bachelor's degree in Nursing or related healthcare field
	Preferred	Master's degree in Nursing
Work Experience	Minimum	Three (3) years in a clinical setting, case or utilization management. Two (2) years charge capture auditing, denial management, clinical documentation integrity or similar role for a complex tertiary care institution.
	Preferred	Five (5) years of progressively responsible charge capture auditing, clinical documentation integrity or similar role in an academic medical center.
Licenses & Certifications	Minimum	
	Preferred	Registration as a professional nurse in the State of Wisconsin
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Broad knowledge of health care and/or hospital business office practices and principles</li> <li>• Knowledge of third party payer practices including precertification, filing deadlines, claims processing, coverage issues and referral requirements.</li> <li>• Knowledge and understanding of state and federal rules and regulations related to Medicare and Medicaid, laws regarding confidentiality, compliance, release of information, probate and lien legislation, Fair Debt Collection practices, and insurance regulations.</li> <li>• Effective organizational, planning, scheduling and project management abilities</li> <li>• Effective leadership skills.               <ul style="list-style-type: none"> <li>· Ability to implement change in a positive, sensitive and forward-thinking manner</li> <li>· Planning and problem solving</li> <li>· Developing goals and objectives, and establishing priorities</li> <li>· Inspires confidence, appropriate risk taking and achievement of high standards</li> <li>· Self-starter with a willingness to try new ideas</li> <li>· Positive, can-do attitude coupled with a sense of urgency.</li> <li>· Good judgment and ability to act decisively at the right time.</li> <li>· Ability to persuade others and develop consensus</li> </ul> </li> <li>• Effective communication skills both in written and verbal presentation with a communication style that is open and fosters trust, credibility and understanding.</li> <li>• Effective analytical ability in order to develop and analyze options, recommend solutions to and solve complex problems and issues</li> <li>• Strong customer service and human relations abilities               <ul style="list-style-type: none"> <li>· Ability to effect collaborative alliances and promote teamwork</li> <li>· Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders</li> <li>· Experience working with unions is preferred.</li> </ul> </li> <li>• Ability to use various computer applications is preferred including EPIC</li> <li>• Knowledge of EDI claims and remittance advice processing is preferred</li> <li>• Knowledge of general accounting principles</li> </ul>
<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>		
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.		
<b>Instructions:</b> Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,		
	Infants (Birth – 11 months)	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	Older Adult (Over 65 years)
<b>JOB FUNCTIONS</b>		

## UW HEALTH JOB DESCRIPTION

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
<b>Indicate the appropriate physical requirements of this job in the course of a shift.</b> <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
<b>Physical Demand Level</b>	<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time	<b>Constant</b> 67%-100% of the time
<b>x</b> <b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other - list any other physical requirements or bona fide occupational qualifications not indicated above:</b>			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.