what's up?

NEWS FOR WESTERN HEALTHCARE ALLIANCE

Western Healthcare Alliance: Your Dedicated ICD-10 Safety Net

Medical professionals across the country have diligently prepared for the ICD-10 conversion. We are officially in the post-conversion phase of this change. Recent news articles suggest that many of the larger hospitals and physician offices will weather the conversion with minimal impact, while the smaller physician practices might be more likely to encounter reduced cash flow issues due to the conversion.

ICD-10 represents the most significant change in medical coding and medical record documentation in decades. There were two main areas of focus at the center of the ICD-10 conversion—technology and education. A postponement in 2014 provided the entire industry with additional time to perfect a plan. Your honed plan, now implemented, might show some small gaps in the revenue cycle. We understand the complexities, challenges, and the opportunities within the ICD-10 implementation and are here to help you.

WHA's Central Business Office (CBO) is your ICD-10 safety net, and is well-poised to assist medical facilities and practices with their denials management, billing productivity, and more. Our in-house coding experts can assist with tracking and trending your denials, documentation education, and provide education and solutions to prevent ongoing billing problems. Our AAPC certified coders are trained and currently provide full coding/billing services for outpatient facilities, physician clinics, specialty clinics, emergency rooms, skilled nursing facilities, and long-term care centers. Our advanced technological systems and leading edge software allow us to track the status of both commercial payers (those with online capabilities) and Medicare claims.

ICD-10 Safety Net

- Analyze claim rejection reports
- Identify root claims denials causes
- Online monitoring of claims status
- Claims documentation
- Staff education

For more information about this program please contact **Pilar Mank** at **866.986.3590** or **pilar.mank@wha1.org**.

P2
ICD-10 Safety Net/
Colorado Uninsured Rate

P3
WHA Member News

P4
Upcoming Events

Western
Healthcare
Alliance

**Western
Healthcare
Alliance**

Western Healthcare Alliance:
Your Dedicated ICD-10 Safety Net
(continued from front page)

Tackling a revenue cycle disruption on your own may prove daunting. The loss of productivity and/or redeployment of staff could become costly. WHA's expert staff can assist you in identifying any weak or underperforming areas within your revenue cycle process to mitigate a spike in denials and days in accounts receivable. Our full-service revenue cycle product line allows you to outsource part of your receivables to us to ease the burden on your staff so that they can focus on fixing issues caused by the unplanned gaps and help alleviate a bottleneck in your cash-flow.

Our dedicated team is standing by to "be your extra hands" during this time and is ready to help you track, trend, and educate your way to ICD-10 success.

Track, trend, and educate ...

For more information about this program please contact **Pilar Mank** at **866.986.3590** or **pilar.mank@wha1.org**.

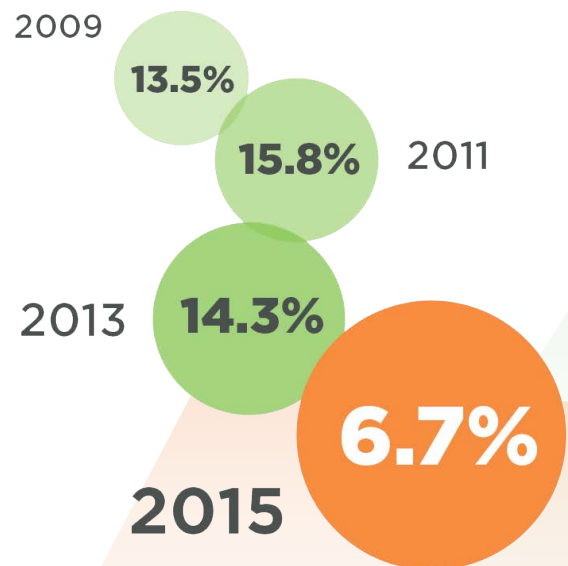# Colorado Uninsured Rate One of the Lowest in the Nation

Colorado is one of the leaders in the US when it comes to our uninsured population. In a recent survey completed by the Colorado Health Institute, Colorado is currently at a historically low uninsured rate of 6.7%—down from 14.3% in 2013. According to the survey, Colorado has the 27th lowest uninsured rate in the US and is above the national average.

Colorado has been particularly effective in expanding coverage for people in the Exchange. With the expansion of Medicaid in Colorado, 450,000 people have been enrolled over the last two years and it is estimated that one in five Colorado residents are now on Medicaid.

In addition, the survey gathered information on the overall views of Colorado's healthcare system—nearly 75 percent of those surveyed say the current system meets the needs of their family.

To view the entire survey, visit www.coloradohealthinstitute.org.

Colorado's Uninsured Rate at an Historic Low

2009
13.5%
15.8% 2011
2013 **14.3%**
6.7%
2015

Source: Colorado Health Institute's
2015 Colorado Health Access Survey

P2
**ICD-10 Safety Net/
Colorado Uninsured Rate**

Operational Efficiencies

Community Hospital Receives Highest Marks in Medicare Patient Readmission Report

Centers for Medicare and Medicaid Services (CMS) recently released the results of Medicare readmission penalties for hospitals across the country. Community Hospital received a 0.00 percent penalty for FY2015 and FY2016. It is the only hospital listed on the report to receive 0.00 percent penalties for these report dates. "This report measures our readmission performance compared to hospitals in and around our region as well as the national average," said Chris Thomas, President and CEO for Community Hospital.

Congratulations Community Hospital!

" *The results of this report reaffirm Community Hospital's unwavering commitment to patient safety and satisfaction.* "

– Chris Thomas, Community Hospital President and CEO

Mind Springs Named Top Health Care Company of 2015 by ColoradoBiz Magazine

Mind Springs Health has been named Top Health Care Company of 2015 by ColoradoBiz Magazine, a well-respected and long-standing business-to-business publication. Mind Springs has focused on hiring qualified clinicians, staff surveying, providing extensive training, and re-engineering the way it provides services in order to offer quality care for patients. "We have created an amazing culture here," said Sharon Raggio, Mind Springs CEO. "Our staff are very compassionate, so dedicated, and care so much about making a difference in people's lives."

Written for business professionals and published monthly, ColoradoBiz Magazine is dedicated to covering the booming Colorado economy in many fields. "Top Company is a way to recognize exemplary companies around the state that are performing the way other companies ... would aspire to," said Mike Taylor, ColoradoBiz editor. "Mind Springs stood out among the finalists."

Congratulations Mind Springs!

" *I am humbled to have our organization honored in this way. It takes an amazing team within an organization to make it so.* "

– Sharon Raggio, Mind Springs CEO

Clinical Excellence

P3

WHA Member News

WHA LSN Peer Network Meeting	**Tuesday, October 6th** 10:00 am – 2:00 pm Montrose Memorial Hospital, Montrose
WHA HR Peer Network Meeting	**Thursday, October 8th** 10:00 am – 2:00 pm Western Healthcare Alliance, Grand Junction
SJACO Regular Meeting	**Thursday, October 15th** 5:30 pm – 7:30 pm Conducted via WebEx
WHA Rehab Peer Network Meeting	**Friday, October 16th** 10:00 am – 2:00 pm Heart of the Rockies Regional Medical Center, Salida
WHA Communications & Marketing Peer Network Meeting	**Wednesday, October 21st** 9:00 am – 11:00 am Western Healthcare Alliance, Grand Junction
CCA Regular Meeting	**Wednesday, October 21st** 12:00 pm – 2:00 pm Conducted via WebEx
RMACO Regular Meeting	**Wednesday, October 21st** 2:30 pm – 4:30 pm Conducted via WebEx
WHA QNO/QIRM Peer Network Meeting	**Thursday, October 22nd** 10:00 am – 2:00 pm Western Healthcare Alliance, Grand Junction
WHA PFS Peer Network Meeting	**Tuesday, November 3rd** 10:00 am – 3:00 pm Western Healthcare Alliance, Grand Junction
WHA MM Peer Network Meeting	**Wednesday, November 4th** 10:00 am – 2:00 pm Western Healthcare Alliance, Grand Junction
WHA Board of Directors Meeting/ CCA, RMACO, and SJACO Board of Managers Meetings	**Thursday, November 5th** St. Mary's Medical Center, Saccomanno Education Center, 5th floor
2015 Western Healthcare Alliance Annual Summit & Corporate Partner Exhibition	**Trend Forum and Networking Reception: Wednesday, February 10th** **WHAAS: Thursday, February 11th** **DoubleTree Hotel,** 743 Horizon Drive, Grand Junction Register: https://whaas2016.eventbrite.com

For more details regarding the WHA Peer Network Meetings, contact **Keely Cuervo** at **866.986.3595** or **keely.cuervo@wha1.org**.

Staff Directory

Carolyn Bruce
Chief Executive Officer
866.683.5203 • carolyn.bruce@wha1.org

Steve Hubbard
Chief Financial Officer
866.683.5207 • steve.hubbard@wha1.org

Scot Mitchell
Senior Vice President
877.683.5227 • scot.mitchell@wha1.org

Jessica Taylor
Vice President, Marketing & Client Relations
866.986.3651 • jessica.taylor@wha1.org

David Ressler
Executive Director, Community Care Alliance
866.986.3675 • david.ressler@wha1.org

Tom Northey
Director, IT Collaboration
866.986.3675 • tom.northey@wha1.org

Bobbie Orchard
Director, Marketing
877.683.5223• bobbie.orchard@wha1.org

Pilar Mank
Director, Client Services
866.986.3590 • pilar.mank@wha1.org

Gloria Sacco
Director, Central Business Office
866.986.3620 • gloria.sacco@wha1.org

Stephen Day
IT Director
866.683.5205 • stephen.day@wha1.org

888.828.0011   **wha1.org**