blueway *tracker*

The Best Defense Against Insurance Audits

Audit management and response made easy with Blueway™ Tracker.

Healthcare providers of all types are continually inundated with audits from Medicare, Medicaid and Commercial Insurance companies and managing the audit response process is no easy task. Coordinating medical record requests, document submissions, denials management, appeals processing, reporting and financial adjustments puts a strain on resources across the organization. The process quickly can become cumbersome and time consuming. The landscape of audit management continues to change and evolve. The timely response to Medicare Recovery Audits is still critical, but navigating Medicaid and commercial insurance audits is becoming increasingly challenging for providers.

Obstacles are mounting every day.
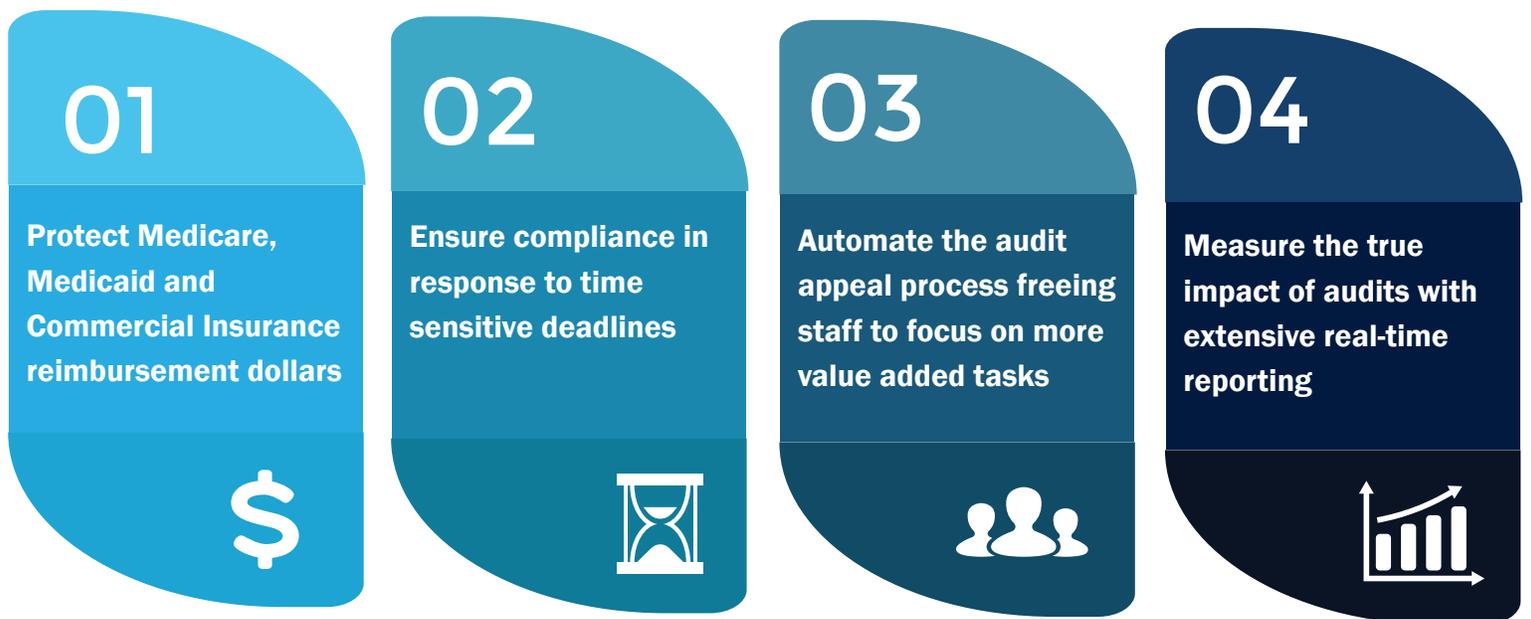### Are you prepared to defend yourself against insurance audits?

Power your audit management and response process with Blueway Tracker

Bluemark is pleased to announce the launch of Blueway Tracker, the latest solution in our line of Blueway audit and compliance family of products. Blueway Tracker is the third-generation of the industry leading TRACKER solution, a cloud based audit management platform initially developed to support Medicare's Recovery Audit Contractor audits. Now Blueway Tracker expands the solution's capabilities by introducing new features to manage the response process of all types of audits including those from Medicare, Medicaid and Commercial Payers. This latest version brings improvements in case management, claims and remittance file interfacing, payer contract tools, and reporting. It also includes the option of direct electronic document submission through CMS' esMD Gateway. In total, Blueway Tracker is the most powerful audit management and response solution available in the market today.

Why Blueway Tracker?

- Achieve up to 90% data field automation

- Standardize workflows across multi-facility system

- Real-time work lists to prioritize team's work

- Reduce time spent creating and reviewing work lists

- Save time generating reports and increase confidence in data

With Blueway Tracker our clients:

01
Protect Medicare, Medicaid and Commercial Insurance reimbursement dollars

02
Ensure compliance in response to time sensitive deadlines

03
Automate the audit appeal process freeing staff to focus on more value added tasks

04
Measure the true impact of audits with extensive real-time reporting

Bluemark brings together adaptive technology, industry expertise and an engaged community of users to fuel ongoing enhancements to Blueway Tracker, ensuring the tool is always ready to protect reimbursement dollars from the latest industry challenges.

Blueway Tracker Core Features and Options

Blueway Tracker provides all of the necessary tools to assist providers in efficiently managing and responding to insurance audits. Supported by powerful interfaces, Blueway Tracker has the unique ability to extend its benefits outside the audit process by utilizing and connecting data across the enterprise to further drive efficiency and productivity. Blueway Tracker was developed with you in mind, right down to its affordability and short implementation period. In fact, you can be up and running in as little as 60 days—ready to defend against audits with ease and efficiency. The cloud-based solution is delivered on a secure platform and is scalable to meet the audits needs of providers of all types and sizes.

Core Features Include:

Enhanced case management functionality. Effective audit response management is all about real-time account tracking, cross-department collaboration and timely notification. Blueway Tracker has an industry leading tool-set that facilitates response management in a simple to use streamlined package.

- Status models and integrated workflows support the core tracking across the spectrum of different audit scenarios. Efficiently manage pre-payment and post-payment reviews with full reporting transparency.
- Worklists provide intuitive yet robust work queues that allow audit tracking based on workflow status, user responsibility and automated notifications. These tools facilitate collaboration and ensure all departments have a seamless method of working together.
- Notification tools that ensure Blueway Tracker users are notified of key changes and deadlines with active audits. These notifications are accessible within the tool and through email and text notifications. Notifications are vital to ensuring proper collaboration among departments as they trigger key events over the cycle of an audit.

Customizable Payer Contract Tools. Commercial payers have unique rules based on individual provider contracts. Blueway Tracker provides tools to easily allow you to create customized workflows specific to your universe of commercial payers. Once configured, these workflows plug directly into our platform and seamlessly leverage the case management and interface components of Blueway Tracker.
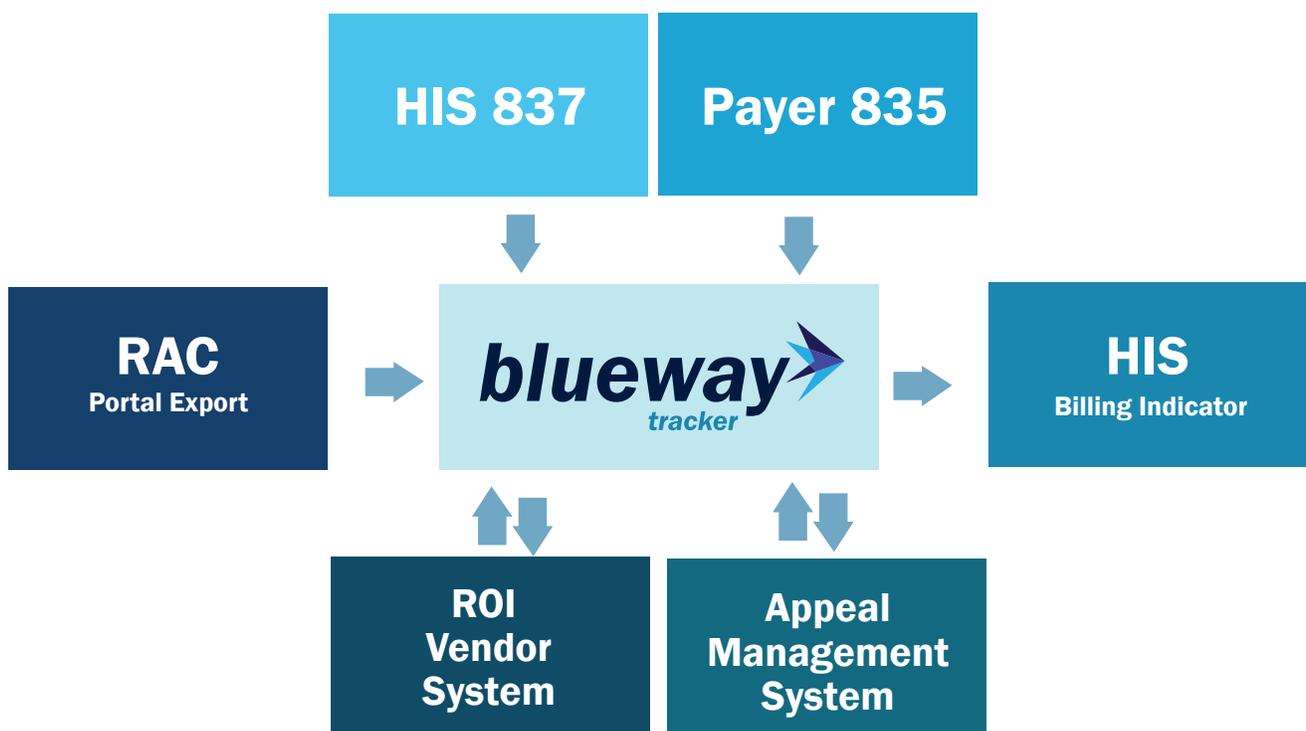
Integrated Release of Information. Includes unlimited outbound esMD submissions to supported CMS Medicare FFS contractors. Submission types include: medical records, discussion requests, Level 1 and Level 2 appeals. Additional configurations available to support fax based and secure PDF email based document submission methods.

Comprehensive Reporting Suite. The industry leading reporting tools give you real-time access to monitor and assess all aspects of your audit response performance. A wide variety of both ad-hoc and pre-built reports cover financial impacts, account status and aging, and worker productivity.

Backbone Audit Management Platform

Full Interface Automation. The sharing of data across systems is an essential part of the Blueway Tracker platform and can both automate and streamline the audit response management process. Blueway Tracker has a wide variety of standard and custom interfaces available to acquire and to post back information to host information systems.

- Inbound claim (837) and remittance (835) interfaces supply Blueway Tracker with patient demographics, account data and payment details. This streamlines user data entry and automates payment events as they are posted. In addition, this data flow improves the accuracy of financial reporting as we are sourcing information directly from the remittance transactions.
- Outbound HIS notifications provide an event-based post back of notes and indicators to your host systems to coordinate and automate downstream workflows.
- Release of information interface allow for tighter collaboration with both Medical Records and external vendors.

Take audit defense to even higher levels with these customizable features.

Bluemark continues to work with our community of users on delivering the next generation of audit response and management. Allow us to custom design a solution to meet you specific needs and environment.

Custom enhancements available today and in future releases include:

Claim, Remittance & Billing Indicator Interfaces

Payer management tools configured to your contracts

All Providers in a Single Platform

Pathway Reporting and Analytics Toolset

Additional Commercial Payers beyond the top five

Collaboration tools keep your teams coordinated

Contact us to learn more:
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