

Trace for Case Management

Trace is a unique set of user-friendly communication capture tools that establish objectivity, accountability and productivity across the revenue cycle. Trace is proven to:

- **Protect Revenue** by reducing denials and maximizing reimbursement
- **Prove Compliance** by building accountability and reducing errors
- **Drive Performance** by increasing patient satisfaction & improving workflow processes.

Trace creates an audit trail of communication across the revenue cycle. Phone calls, voicemails and face-to-face conversations, along with faxes, images and documents are captured and conveniently indexed through a web-based tracking system.

Records are time/date stamped and indexed to the patient account number for efficient search, processing, routing and retrieval. Notification and forwarding features allow for easy data-sharing between departments, eliminating phone tag and paper copies.

Case management departments in hundreds of hospitals across the country use Trace to:

- Record phone calls with payers for proof of timely and accurate authorization requests and extended stay reviews.
- Record voicemail messages, both sent and received, for proof of communication and information exchanged.
- Monitor telephonic reviews for clarity, content and effectiveness.
- Create electronic archive of inbound and outbound faxes for paperless routing inside and outside the hospital.
- Broadcast a single "blast fax" to multiple SNFs for patient placement.
- Record patient conversations such as discharge instructions and follow-up to ensure thorough, accurate and professional communication.
- Enable staff to work from home using the Trace web interface to send/receive faxes, review archived communications and record calls from any telephone.

trace

Protect. Prove. Perform.

"Gives us a position of strength in the all-too-common 'he said, she said' dilemma."

**Manager
Case Management**

"Trace makes sure we get paid for the services we provide."

**Manager
Utilization Management**

"Provides a back-up in the process of claims reimbursement."

Case Management/UR

"We rarely have to appeal denials, which saves significant time for the case management staff."

**Director
Case Management**

"I used to shuffle paper all day long. Now I don't have to do that."

Case Manager

"I can work from my desk in my office, from a satellite computer or from home."

Case Manager

Communication is chaotic. Trace brings clarity to communication chaos by putting it in one place, centered on the patient and at your fingertips right when you need it.

