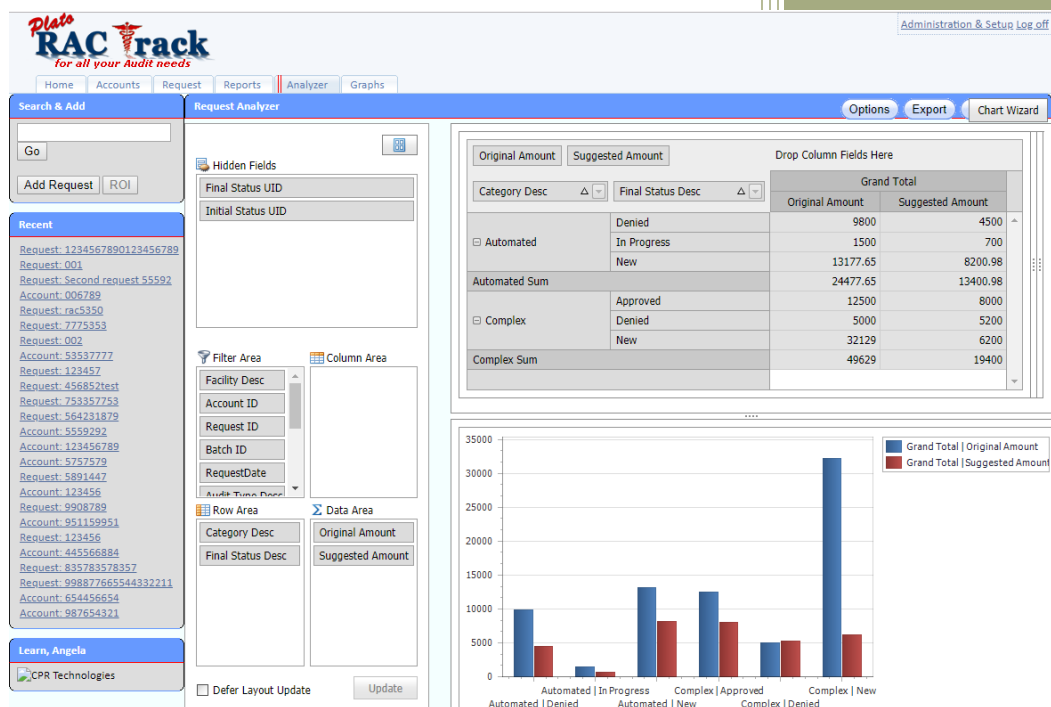




# 2019

## Plato RACTrack



CPR Technologies

Plato RACTrack 2019

DATA IN - INSIGHT OUT

*A comprehensive visual tool for the aggregation and analysis of healthcare data*

Eliminate the burden of manual tracking, trending, and reporting by using Plato RACTrack's arsenal of tools

For further information on how to obtain Plato RACTrack, contact sales at (661) 367-6600 or email sales@cpr-tech.com.

## What is Plato RACTrack?

Plato RACTrack is a web application that allows hospitals to easily track, trend and analyze RAC requests.



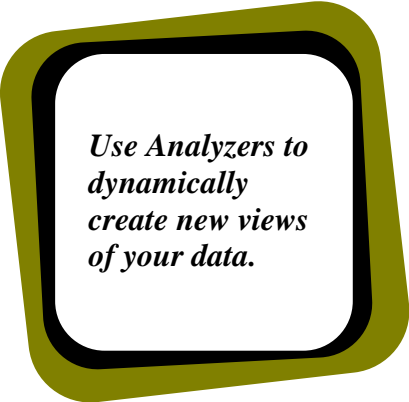
*Efficient data collection coupled with powerful reporting tools*

Easy to use, intuitive data entry for capturing RAC details provide the user an efficient means of capturing data. Also available are customizable reports, graphs, and a powerful analyzer that allows for dragging and dropping of data to present new views of the data automatically.

## Reports and Analyzers

Plato RACTrack offers a number of out the box reports that accommodate common reporting needs. This would include reports for Open Requests, Tasks Due, Over/Under Payments, Quarterly Over/Under Payments, Bottom Line, and more. You can also create Letter templates that can be used for merging reporting data with a boilerplate letter intended to be sent to a caregiver.

Analyzers give Plato RACTrack its distinctive capabilities. Slice and dice your RAC data in unlimited ways. Simply drag and drop fields to row and column areas and the corresponding charts will update accordingly. Need to see Billing Charges broken down by Department. Drag and Drop the appropriate fields. Number of RAC requests broken down by Physician. Drag and Drop the appropriate fields.



*Use Analyzers to dynamically create new views of your data.*

Following are the elements that make up the Plato RACTrack system.

# Quick Search

Simply type in desired word – search results display any object in the RACTrack database containing entered text

**Search & Add**

Go

Add Request ROI

Patient ID: 0001234	Account ID: 006789
Patient Name: Smith, John	

**Action Panel** Add Action Activity Add Reminder Send Email Add Note

---

[Edit](#) [Delete](#)

Request ID: 001	Batch ID: <a href="#">test_edit</a>	
Audit Type: RAC Audit	Request Type: Inpatient Coding Error	
Service Area: Inpatient	Initial Status: New	
Category: Automated	Final Status: New	
Subject: Test Request		
Request Date: 3/2/2009	Received Date: 3/5/2009	
Original \$:	1,000.65	Suggested \$: <span style="float: right;">700.98</span>
This is a test request created by Alok		
Comment:		
//		
<input type="checkbox"/> Finalized \$:	0.00	Finalized Date:
One:	23.23	Two: <span style="float: right;">323.46</span>

**Recent**

[Request: 001](#)

[Request: 1234567890123456789](#)

[Request: Second request 55592](#)

[Account: 006789](#)

[Request: rac5350](#)

[Request: 7775353](#)

[Request: 002](#)

[Account: 53537777](#)

[Request: 123457](#)

[Request: 456852test](#)

[Request: 753357753](#)

[Request: 564231879](#)

[Account: 5559292](#)

[Account: 123456789](#)

[Account: 5757579](#)

[Request: 5891447](#)

[Account: 123456](#)

[Request: 000789](#)

Search entries are stored for recall at a later time.

## View all details at a glance

RACTrack-Reports RACTrack-Search Results

Patient ID: 123456 Account ID: 00987654  
 Patient Name: Doe, John  
 Admit Date: Discharge Date:

**Request** Edit Delete

Request ID: 001 Internal ID:  
 Category: Coder Error Status: Closed  
 Subject: DRG Code should be 3 not 30  
 Request Date: 7/14/2008 Request Type: Medical Necessity  
 Received Date:  
 Original \$: 1,000.00 Suggested \$: 700.00  
 As this was a pre-admit, DRG code should be 3 not 30.  
 Comment:  
 Finalized \$: 700.00 Finalized Date: 7/29/2008  
 Inserted by: Sancheti, Alok Inserted on: 7/14/2008 9:03:40 AM  
 Updated by: Fosburg, Jon Updated on: 9/2/2008 6:55:26 AM

**Action Activities** Email Add

Request ID	Action Type	Subject	Action Date
001	Mailed	Documents sent by United States Postal Service	9/10/2008
001	Re-coded	Demo today	9/4/2008
001	Mailed	Mailed findings to CMS	7/22/2008
001	Researched	Researched how to code for DRG 31	7/21/2008
001	Conference Call	Decided coding is correct, will present the data to CMS	7/20/2008
001	Photocopied	Photocopy Medical Records for CMS	7/17/2008
001	Document Sent	Sent Documents to CMS by FedEx	7/14/2008

**Reminder Activities** Add

Request ID	Subject	Action Date	Due Date	User	Completed %	Priority
001	Conference Call with the coder and Medical Records Director	7/15/2008	9/11/2008	Sancheti, Alok	100	Medium
001	Send documents to CMS	7/14/2008	9/1/2008	Sancheti, Alok	10	Medium

**Notes** Add

Request ID	Subject	Action Date	System Flag
001	Request updated	9/2/2008 6:55:26 AM	<input checked="" type="checkbox"/>

View Account Information, Request Details, Actions, Reminders, and Notes associated with the request all at once. Drill down into each action/reminder/note to get the associated details.

## Accounts

Accounts are the patient episodes that are under consideration from the RAC auditor. Accounts may be added to the RACTrack databases via flat file and/or HL7 interfaces. Type in an account number to retrieve the episode.

Edit Delete	
Account ID: 006789	
Patient ID: 0001234	Patient Name: Smith, John
DOB: 1/1/1970	Subscriber ID: XED3242303
Admit Date: 3/5/2009	Discharge Date: 3/15/2009
DRG:	Patient Type: Inpatient
Initial Payment Date: 7/31/2009	Date of Service: 8/1/2009
Physician: Smith, Marry	Coder:
Financial Class: Medicare	
Inserted by: Sancheti, Alok	Inserted on: Thu Mar 05 2009 12:33:11 GMT-0800 (Pacific Standard Time)
Updated by: Sancheti, Alok	Updated on: Wed Nov 30 2011 10:47:45 GMT-0800 (Pacific Standard Time)


## Request

The request is at the heart of the Plato RACTrack system. Requests are associated with a Patient Account record. Activities, Reminders, and Notes are attached to a Request.

Edit Delete	
Request ID: 001	Batch ID: <a href="#">test edit</a>
Audit Type: RAC Audit	Request Type: Inpatient Coding Error
Service Area: Inpatient	Initial Status: New
Category: Automated	Final Status: New
Subject: Test Request	
Request Date: 3/2/2009	Received Date: 3/5/2009
Original \$: 1,000.65	Suggested \$: 700.98
This is a test request created by Alok	
Comment:	//
<input type="checkbox"/> Finalized \$: 0.00	Finalized Date:
One: 23.23	Two: 323.46
Inserted by: Sancheti, Alok	Inserted on: Thu Mar 05 2009 12:34:07 GMT-0800 (Pacific Standard Time)
Updated by: Learn, Angela	Updated on: Mon Mar 19 2012 13:11:18 GMT-0700 (Pacific Daylight Time)

## Activities

Activities are where tasks necessary for completion of the RAC Process are entered. Set Stages, Action Types, and comments.

Request Activities		Export to Excel	Export to CSV		
<b>Request Activities</b>					
<i>by Request ID 001</i>					
<b>Category:</b>	Coder Error	<b>Status:</b>	Closed		
<b>Request Date:</b>	07/14/2008	<b>Request Type:</b>	Medical Necessity		
<b>Original \$:</b>	1,000.00	<b>Suggested \$:</b>	700.00		
<b>Finalized \$:</b>	700.00	<b>Finalized Date:</b>	07/29/2008		
<b>Inserted By:</b>	Sancheti, Alok	<b>Inserted on:</b>	07/14/2008 09:03		
<b>Subject:</b>	DRG Code should be 3 not 30				
<b>Comment:</b>	As this was a pre-admit, DRG code should be 3 not 30.				
					
Date	Stage	ActionType	User	Subject	Comment
07/14/2008	Initial Request	Document Sent	Sancheti, Alok	<a href="#">Sent Documents to CMS by FedEx</a>	Lot of documents sent to CMS; spent hours: - 2 hours gathering infomation. - 1 hour meetings - 1 hour organizing.
07/14/2008	Initial Request	Notes	Sancheti, Alok	<a href="#">Uploaded Cover Letter for Coding explanation</a>	
07/17/2008	Initial Request	Photocopied	Sancheti, Alok	<a href="#">Photocopy Medical Records for CMS</a>	
07/18/2008	Appeal Level 1	Notes	Sancheti, Alok	<a href="#">CMS denied or findings will Appeal</a>	
07/20/2008	Appeal Level 1	Conference Call	Sancheti, Alok	<a href="#">Decided coding is correct, will present the data to CMS</a>	Met with the coder and Medical Record Director. - The way it has been coded is cor

## Reminders

- Display reminders of important milestones
- Register RAC time sensitive alerts

Recent Reminder Activities						
Request ID	Subject	Action Date	Due Date	User	Completed %	Priority
<a href="#">6767</a>	<a href="#">Send documents</a>	8/1/2008	8/1/2008	Fosburg, Jon	25	Medium
<a href="#">454545</a>	<a href="#">Send document</a>	7/31/2008	9/10/2008	Sancheti, Alok	0	Medium
<a href="#">MC2301</a>	<a href="#">Call Dr. Jones (if no query received to date)</a>	7/30/2008	8/1/2008	Lewis, Sharon	75	High
<a href="#">103</a>	<a href="#">Send FedX overnight</a>	7/29/2008	9/12/2008	Sancheti, Alok	50	Low
<a href="#">CMS 106</a>	<a href="#">Re-code</a>	7/23/2008	8/21/2008	Sancheti, Alok	50	High
<a href="#">CMS1</a>	<a href="#">Meet with Coder</a>	7/23/2008	7/24/2008	Fosburg, Jon	0	Medium
<a href="#">CMS1</a>	<a href="#">Gather documentation</a>	7/23/2008	7/25/2008	Fosburg, Jon	75	High
<a href="#">101</a>	<a href="#">Wrong codes</a>	7/22/2008	7/22/2008	Malin, Cathy	60	High
<a href="#">CMS 102</a>	<a href="#">Resend documents</a>	7/22/2008	7/22/2008	Malin, Cathy	30	Medium
<a href="#">100</a>	<a href="#">Needs to be recoded</a>	7/21/2008	8/6/2008	Malin, Cathy	100	Medium

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## Notes

The notes section is where you add free form comments concerning the request. You may also upload and attachment that will be associated with the Note. Multiple Notes per request are supported.

Account ID: <a href="#">006789</a>	Patient Name: Smith, John
Request ID: <a href="#">001</a>	Batch ID: <a href="#">test edit</a>
Request Date: 3/2/2009	Initial Status: New
	Final Status: New
Subject: Test Request	

<a href="#">Add</a> <a href="#">Edit</a> <a href="#">Delete</a>	
Date: 10/28/2014	Stage: Final Appeal
Subject: Uploaded Plato 2007 Upgrade List.docx	
Comment:	
Attachment (16MB max): <a href="#">Plato 2007 Upgrade List.docx</a> <a href="#">Delete Attachment</a>	



# Reports

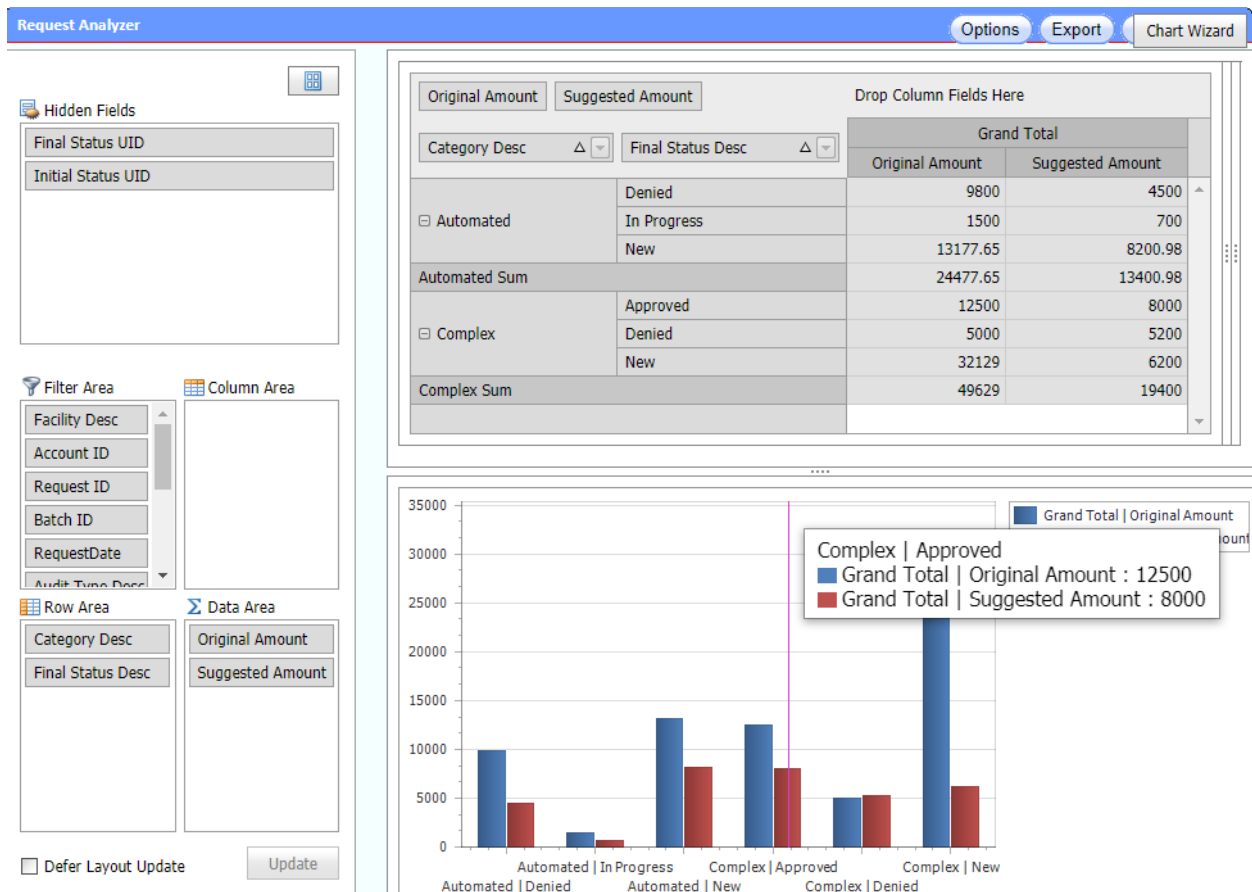
Plato RACTrack provides common reports to accommodate most reporting needs. They are template based and typically only require date ranges and other optional parameters needed to generate the report. Also included is the ability to generate user defined Letters which incorporate you RACTrack data into a letter destined for a caregiver.

### RAC Reports

- [Open Requests](#)  
Lists requests which have not been finalized yet. Report can be filtered by Request Type.
- [Tasks Due](#)  
Lists tasks due for a given date range. Report can be filtered by Account ID, User and Due dates.
- [Request Activities](#)  
Lists all actions performed for a particular request.
- [Requests Received](#)  
Lists all the request that have been received for a give date range. Report can be filtered by DRG, Patient Type and Request dates.
- [Over / Under Payment](#)  
Affect on bottom line for a given date range.
- [Quarterly Over / Under Payment](#)  
Quarterly affect on bottom line for a given year.
- [Bottom Line](#)  
Affect on bottom line for a given date range, broken by over/under payment and number of requests at each request stage.
- [Top-N requests](#)  
Top-N requests for a given date range.
- [Letter](#)  
Letter to Auditor.
- [EHR Transaction Status](#)  
Current status for EHR Transactions
- [AHA CSV File](#)  
CSV file for AHA RacTrac upload, generate the report and then export to CSV.
- [All Requests and Accounts](#)  
Lists all Requests and Accounts.
- [All Action Activities](#)  
Lists all Action Activities.
- [All Reminders](#)  
Lists all Reminders.
- [All Notes](#)  
Lists all Notes.
- [Audit Events](#)  
Internal Audit Events.

# Analyzers

Analyzers present a powerful way to view your data. Drag and drop docked fields to row and column areas and dynamically change the view of your data. The current analyzer view is then reflected in the corresponding chart. Use the Chart Wizard to customize the chart, e.g. Bar Charts, Pie Charts, etc. Export your analyzers to various format including PDF and Excel Spreadsheets.



## Summary

Plato RACTrack presents to the user a new and easy way to collect and analyze RAC oriented data. Create requests, associate Activities, Reminders, and Notes, and run reports and analyzers. Plato RACTrack is a web application therefore it requires no installation on user computers.

For further information on how to obtain Plato Analysis, please contact sales at the telephone number below or email [sales@cpr-tech.com](mailto:sales@cpr-tech.com).



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