



# Making Meaningful Use Promoting Interoperability Audits Painless

How to Prevent Audit Anxiety

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# Knowing What a Lean Team Can Do

- Lawndale Christian Health Center is an FQHC of 540 employees
- 113 unique MU providers – range between 35-70 per year
- Most recent attestation was for 51 providers with a 100% pass rate
- Current Team:
  - Rachel Herter – Director of HIT
  - Young Kim – Clinical Applications Manager
  - Natalie Carter – Intern
  - Joshua Kim – Intern
- At one point, our team size was 2!



# Knowing What a Lean Team Can Do

- Do All the Things
  - PMP Interface
  - CCH ORU/ORM Interface
  - MAT – 10/40 waived suboxone providers
  - Dental & Pharmacy system Go-Lives
  - Adult Day Center program in EHR
- MU – simply a hurdle to hop before we get back to the real work
- Efficiency is key to balance meeting the requirements for a significant funding source with all the other work that needs to be done



# The Audit Process & Timeline

- Start from the Finish Line & move backwards – what do you need to do to get to where you need to be?
- Finish Line = Audit Request & Audit Response
- Steps
  1. Receive “Notice of Review” from the state
  2. Sign & Scan “Attestation of Supporting Documents” (5 minutes)
  3. Gather documents specific to each provider being audited (3 minutes)
  4. Gather organizational documents (2 minutes)
  5. Compress & upload to secure upload link (5 minutes)
- Goal: 20 minutes of work when responding to an audit



# Audit Prep Never Stops

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- Continuously contribute to your Audit “Package” throughout the year
- Goal: Have an audit response ready to compile and compress BEFORE any audit request has come through
- Don’t worry about “oversharing” – auditors will never come back to you for sending too much



# Mise En Place – Prep for Efficiency

- Mise en place: French culinary philosophy of “putting in place”
- Know the steps to get to your final product. Make sure you understand:
  - Required documentation for audit
  - Volume calculation & reconciliation process
  - Attestation steps
  - State’s audit procedures
- Know what “ingredients” to gather - required documents for audits
  - EHR vendor contract, attestation report, screenshots, volume report, etc.
  - Don’t recreate your audit response documentation!
- Have a “recipe book” – or a “How to Run Meaningful Use” handbook
  - Processes > People = Recreatability



# What is in our Audit Package?

- Provider Specific Documents
  - Attestation PDF (uploaded to EMIPP when attesting)
  - Attestation Summary (from EMIPP post-attestation)
  - Notice of Review (from auditor)
  - Signed Attestation of Supporting Documents (from auditor)
  - Provider Contract for EHR Incentive Program (internal contract)
- Organization Documents
  - EHR Contract
  - EHR Incentive Program Verification Letter (from EHR vendor)
  - Meaningful Use Questionnaire
  - Registry Participation Verification/Participation Intent
    - ICARE Participation
    - IL PMP Participation
    - ISSS intent

# What is in our Audit Package?

- Volume – Hot & Cold
  - Mecky is great
  - Early volume approval is also great
  - Don't recreate the wheel every year – reuse reports you know will work
  - Because we are an FQHC, our volume report needs to verify “needy individual” population via insurance type (Medicaid/Sliding Scale/CHIP/etc.)
  - Documents to include:
    - Volume report
    - UDS Table 4
    - Copy of Mecky's Volume Approval email
- Screenshots – Just do them and be on the safe side
  - Unclear on detailed requirements
  - Set RP (less work) vs. rolling RP (more flexibility)
- Meaningful Use 2016 Audit Documentation – nice little bow

# What to do when needing help?

- MU Hotline/Janet is great
  - General questions about the program
  - Connection to similar clinics who could give you more “on the ground” perspective on a particular issue you are having
  
- Mecky is great
  - Registration
  - Volume
  
- Rachel is great
  - Organizational history & prior MU program managers
  - MU documentation from prior years
  - “How to Run Meaningful Use” handbook



# Final Points/Reiteration

- You don't need a large team to win Meaningful Use
- Know what you need for your audit package
- Compile your package before the audit request
- Processes > People = Recreatability





Thank you for your time

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