

Strata Decision Technology

# Contract Analytics Troubleshooting Participant Guide

October 21, 2019





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# 1 - Introduction

During the Contract Analytics StrataJazz® course, you will learn troubleshooting tips and tricks for the Contract Analytics solution.

Please see information below for some administrative information about the course:

**Important Note:** While we welcome and encourage you to share experiences related to your organization's contract management practices during the training, this course is intended to give you the knowledge needed to successfully build and maintain contracts within the StrataJazz® system. Organization-specific information or requests shared during the course will not be recorded or shared with other members of the Strata Decision team, so please be sure to share any system requirements or enhancements with those team members directly.

## Course

StrataJazz® Decision Support Contract Analytics Troubleshooting

## Course Objectives

By the End of Class, You Will Be Able To:

- Identify common issues in contract build including order of operations, creating filters, and rule sets
- Validate and troubleshoot common issues by understanding when to use the tools test term and test contract
- Create and use What-If models in order to identify an issue in contract model build

How does this help you?

- Increased independence
- More accurate reporting
- Save you time building and modifying contracts
- Minimize the amount of times you must reach out to Strata Decision team members to help with a system change or issue

## Class Agenda

Topic	Key Highlights
Overview of Common Issues	Focusing on giving you the expertise to answer the question, "Why isn't my rule qualifying as expected?"
Troubleshooting 3 Common Issues	Order of Operations Section Filters Rule Sets
Additional Troubleshooting Support	Test Term vs. Test Contract Basic Troubleshooting Steps Using the What-If Model for troubleshooting
Check for Understanding	Assessment and Review Questions

## In Class Scenarios

### 1 - Introduction to Troubleshooting in Contracts

 Write it down: Why isn't an encounter qualifying as expected?

Answer the questions below. This brainstorming exercise will help to bring in your prior knowledge and expertise.

1. Why might an encounter not be qualifying as expected?

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2. What are some possible causes?

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3. What are some corrective actions you could take?


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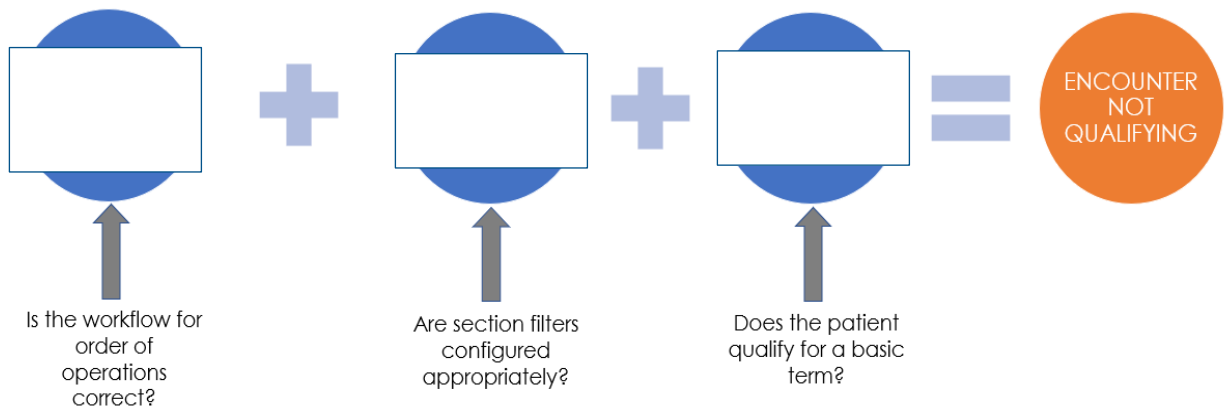


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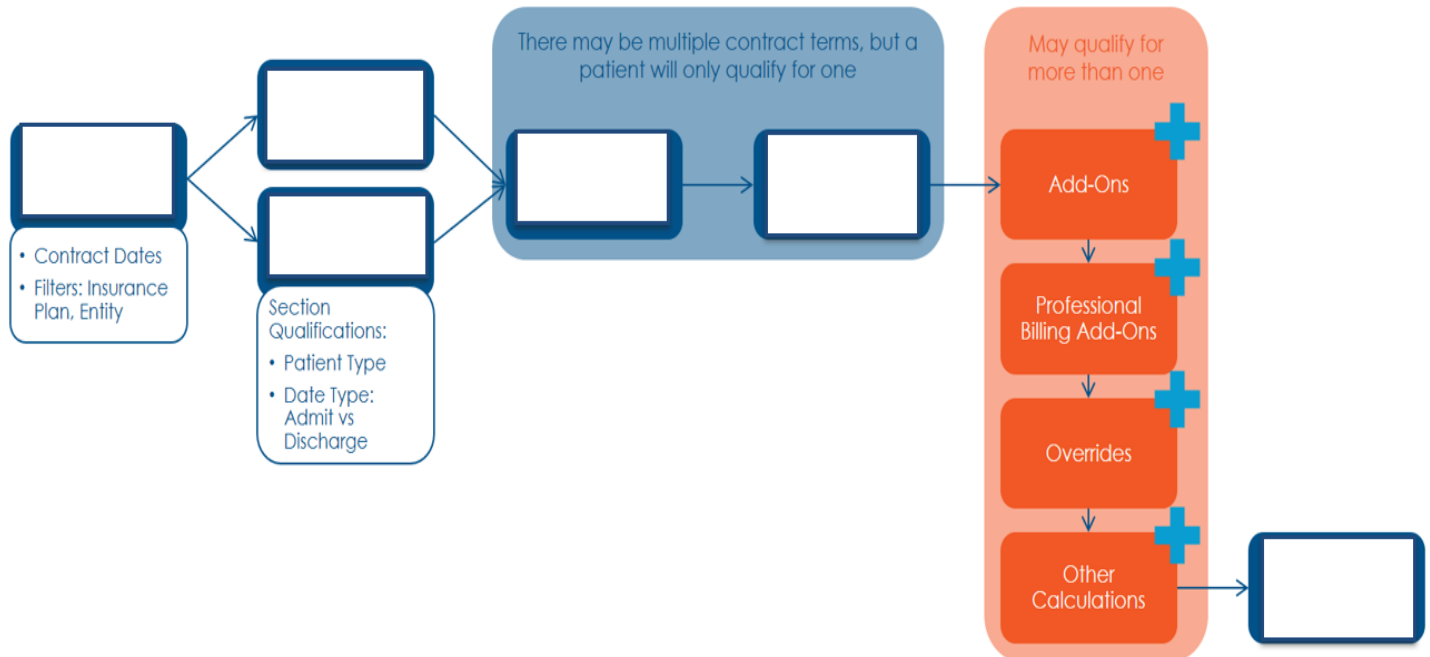
 Write it down: Fill in the three blanks below based on the in-class discussion and completed diagram on the presentation slide.



## 2 – Order of Operations

 Write it down: Based on the class lecture about order of Operation, fill in the diagram with the sequence that the system tests an encounter against a contract. This diagram is a great summary of the order of operations. We will review the answers as a class.

Word Bank		
Contract Term	General Section	Global Rule
Inpatient Section	Basic Term	Outpatient Section



## 3 – Section Filters

In this scenario, you have noticed that an encounter with a patient type of series-9 is not qualifying for the encounter correctly. Navigate to the contract and review the section filter build to troubleshooting the issue.

- Navigate to Contract Analytics
  - Decision Support > Contract Analytics**
- Single-click the **Aetna – Section Filters Scenario** contract and click **Open**.
  - Additionally, you can double-click the contract to open it.
- Click **Outpatient**.
- Click **Edit Section**
  - You notice that the Outpatient Patient Type is selected, not the Outpatient Patient Rollup.
- Single-click Patient Type in the Section Filters.
- Click **Edit**.
- Deselect the checkbox for 2 – Outpatient.
- Select the checkbox for the rollup, Outpatient (38).
- Click **Select**.
- Click **Save** in the section filter to close out of the Edit Outpatient activity.
- Click **Save**.
- Click **Close**.

## 4 – Rule Sets in Contract Analytics

Check for Understanding: Add the missing part of the rule based on the information provided.

- Validate that the correct **Data Element** (Attribute within the Dimension) was selected
- Validate that the correct **Operator** was selected
- Validate that the correct **Value** was selected
- Validate that the **Boolean** (Evaluation) **Logic** is set up correctly

Based on the Contract term listed below in the yellow box, complete the Following:

- A. Circle the sections of the rule that were built incorrectly.
- B. Write out the correct data elements below for the incorrect sections.

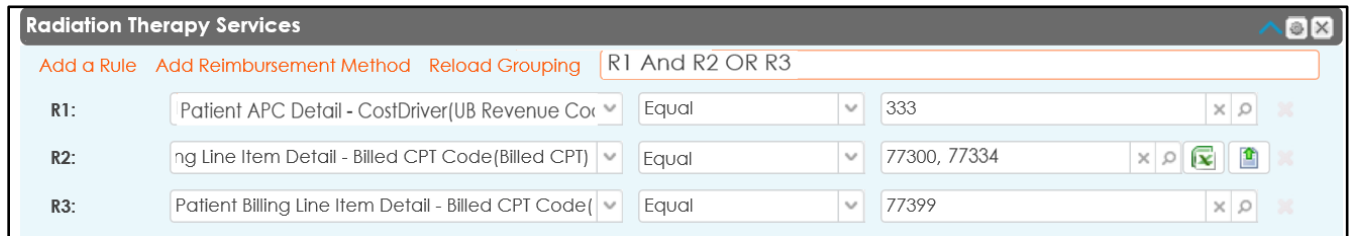
Chemotherapy Administration Services	Revenue Codes: 331, 332, 335	\$117.00 Per Visit
--------------------------------------	------------------------------	--------------------

Radiation Therapy Services	Revenue Code 333 and HCPCS Code 77300-77334, 77399	40.2 % Reduction from Billed Charges
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CT/CTA Scan(s) includes contrast materials and other radiologic supplies and all of the same scan type billed for that day.	Revenue Codes: 350-359	\$407.00 Per Scan
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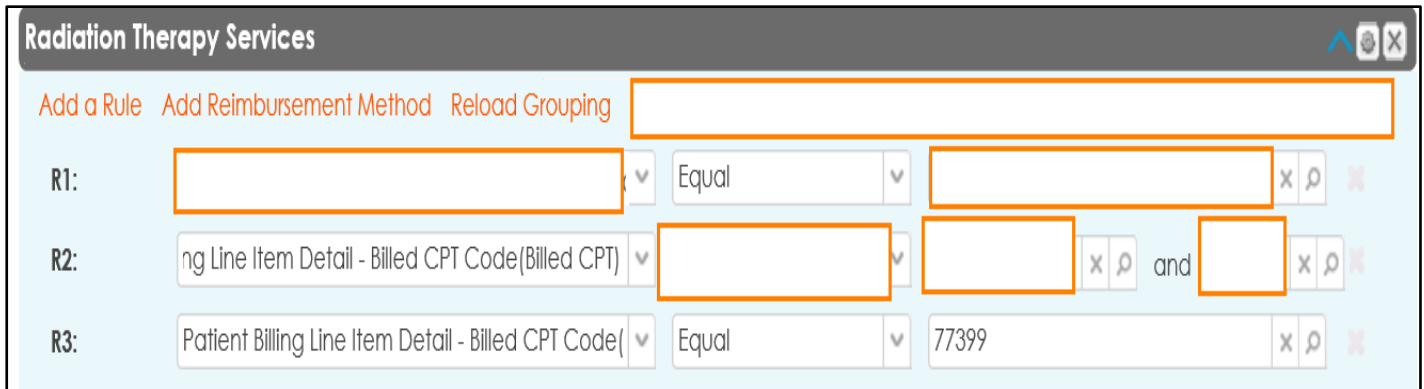
1. Circle the Issues with the rule below.

- Circle the sections of the rule that were built incorrectly.



2. Rewrite the issue areas

- Write out the correct data elements below for the incorrect sections.



**Check Your Work:** Confirm your rule looks like mine

**Radiation Therapy Services** ⏪ ⚙️ ✖

Add a Rule
Add Reimbursement Method
Reload Grouping
R1 WITH (R2 OR R3)

<b>R1:</b>	Patient Billing Line Item Detail - UB Revenue Coc	Equal	0333	✖	⏪	✖				
<b>R2:</b>	ng Line Item Detail - Billed CPT Code(Billed CPT)	Equal	77300	✖	⏪	and	77334	✖	⏪	✖
<b>R3:</b>	Patient Billing Line Item Detail - Billed CPT Code(	Equal	77399	✖	⏪	✖				

## 5– Additional Troubleshooting Support

Based on the issue below, should you use **Test Term** or **Test Contract** in the scenario below. Circle the activity you would use based on the information provided.

- You just built a complicated rule and want to insure it was built correctly.

**Test Contract**

**Test Term**

- You have just finished contract negotiations for the new year and have updated your sections. You want to ensure that you have built the contract correctly. You have two encounters that should qualifying for the catch all rule of the inpatient section, one encounter that qualifying for the rehab basic term on your outpatient section, and one encounter that should not qualifying for the contract.

**Test Contract**

**Test Term**

- An encounter is qualifying for your contract, but the reimbursement is not correct. You need to figure out why.

**Test Contract**

**Test Term**



## In-System Assessment: Troubleshooting in the System

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Based on what you have learned in class today, Troubleshoot the following scenarios in the system. You will be presented with three scenarios with three different issues. Use what you have learned today in order to (1) identify the issue and (2) solve the issue in the system. Try to complete this activity on your own in the system. The answers are below for you to check your work once you have completed the scenario.

**In each scenario below, complete the following:**

1. Identify the Issue
2. Complete the resolution steps in StrataJazz® and record the steps you took to resolve the issue

### Scenario A

An encounter is not qualifying for your BCBS – Troubleshooting A contract as expected. Use the skills you have learned in class today to identify and correct the issue within the contract.

#### Scenario Information:

- Contract to use: BCBS – Troubleshooting A
- Encounter Number: 1003235652
- Additional Notes regarding the contract:
  - The contract has Inpatient and Outpatient sections that look to the discharge dates for qualification.
  - The section filter for Inpatient should look to the Inpatient Rollup.
  - There should be two contract terms in the Inpatient section with the Catch All Rule being last.
  - The *Lesser Of Global Rule* should evaluate based on total charges of the encounter.



Answer the questions below regarding Scenario A:

1. What is the issue?

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2. What Steps did you take to resolve the issue?

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## Scenario B

An encounter is not qualifying for my Cigna- Troubleshooting B contract as expected. Use the skills you have learned in class today to identify and correct the issue within the contract.

### Scenario Information:

- Contract: Cigna – Troubleshooting B
- Encounter Number: 1002938494
- Additional Notes regarding the contract:
  - The contract has Inpatient and Outpatient sections that look to the discharge dates for qualification.
  - The section filter for Inpatient should look to the Inpatient Rollup.
  - The section filter for Outpatient should look to the Outpatient Rollup.



Answer the questions below regarding Scenario B:

1. What is the issue?

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2. What Steps did you take to resolve the issue?

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## Scenario C

A team member has finished creating the UHC – Troubleshooting C contract based on contract negotiations. As she is testing, she realizes that the below encounter should be hitting case rates, but instead it is hitting the Other Outpatient term.

### Scenario Information:

- Contract: UHC – Troubleshooting C
- Encounter Number: 1002410137
- The encounter is qualifying for the Other Outpatient contract term when it should be qualifying for the Case Rate contract term.



Answer the questions below regarding Scenario C:

1. What is the issue?

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2. What Steps did you take to resolve the issue?

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## Check Your Work: Troubleshooting Answer Key

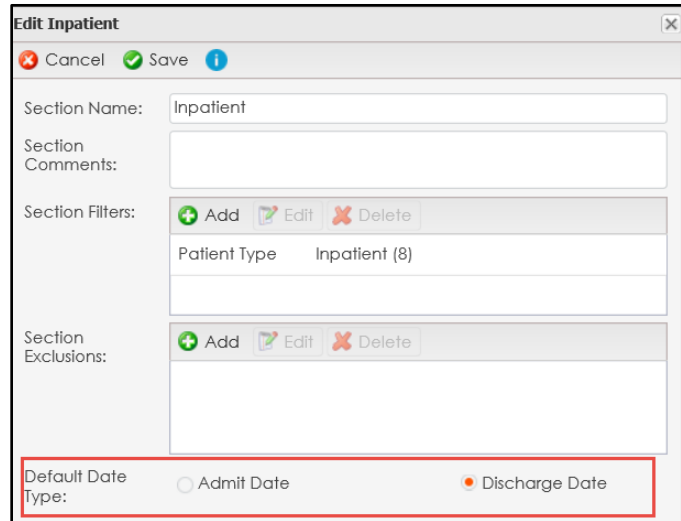
Below, are the answers to Scenarios A, B, and C.

### Scenario A: Answer Key

**Issue:** Admit Date radio button was selected

**Resolution Steps:**

1. Select **Discharge Date** for Default Date Type
  - Refer to the screenshot
2. Click **Save**
3. Navigate to the **General** Tab and click **Test Contract** to confirm the encounter qualifies as expected now
  - The encounter should now qualify for the contract once the **Discharge Date** radio button is selected.



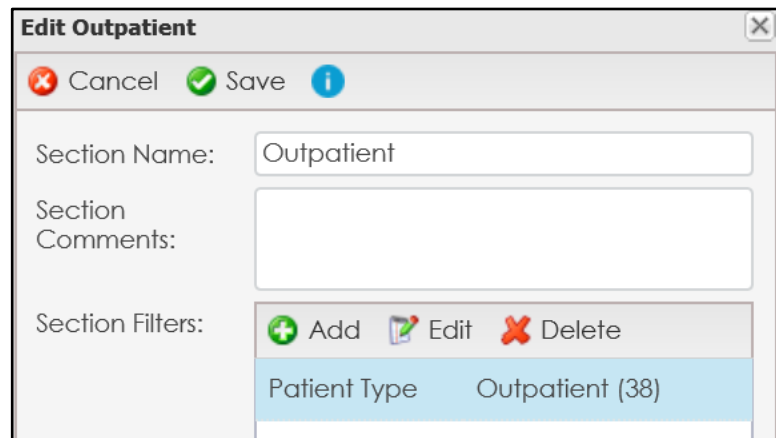
The screenshot shows the 'Edit Inpatient' dialog box. At the bottom, the 'Default Date Type' section is highlighted with a red box. It contains three radio buttons: 'Admit Date' (unselected), 'Discharge Date' (selected), and a third unlabeled radio button (unselected).

### Scenario B: Answer Key

**Issue:** The Outpatient Rollup was not selected in the Patient Type Section Filter.

**Resolution Steps:**

1. Single-click the Patient Type
2. Click **Edit**
3. Expand the Outpatient Rollup
4. Deselect the checked patient types
5. Check the box next to the Outpatient (38)
6. Click **Select**
7. Click **Save**



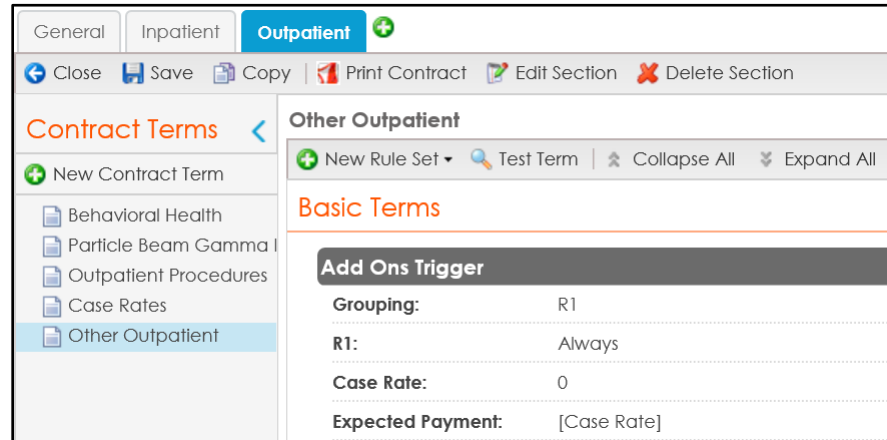
The screenshot shows the 'Edit Outpatient' dialog box. In the 'Section Filters' section, the 'Patient Type' row is highlighted in blue. It shows 'Outpatient (38)' with a checkmark next to it, indicating it is selected.

## Scenario C: Answer Key

**Issue:** The Other Outpatient Contract Term containing the Always Basic Term was listed first in the Outpatient Section.

Resolution:

1. **Test Contract** and use **Print to PDF** to the rule that it is qualifying for
2. You see it is qualifying for the Other Outpatient term
3. You need to move the Other Outpatient Contract Term to be last in the Outpatient section



## Assessment: Troubleshooting

In-Class Scenario: On Your Own

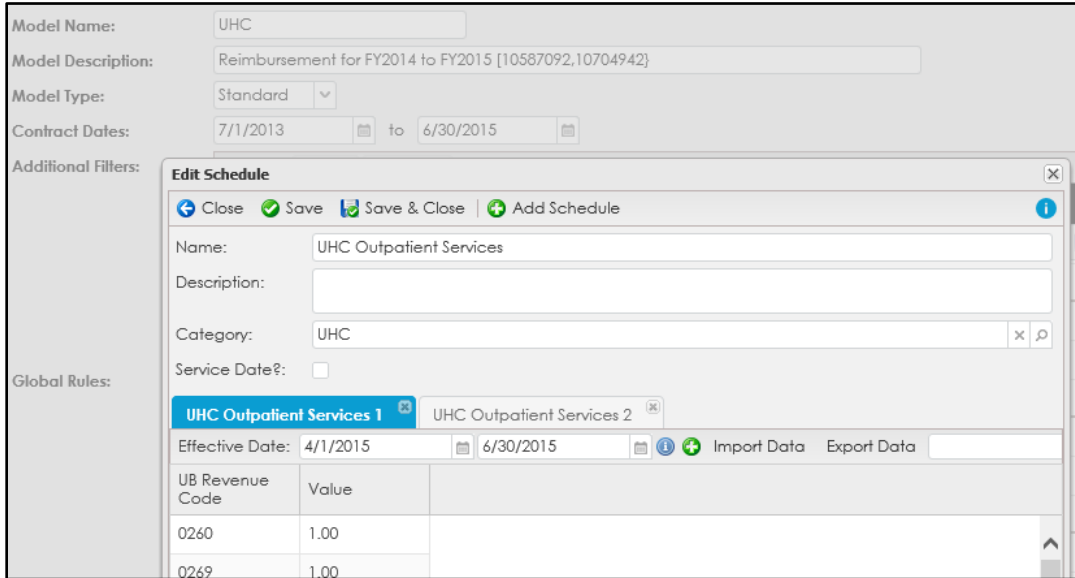
Identify the **Issue or Error** in the screenshots below and one way to correct the issue. (A) Circle the area that displays the issue in the screenshot, (B) Summarize the issue and, (C) Explain how to solve the issue

1. (Example) Identify the Issue and a next step in the screenshot below:

Newborn	
Add a Rule Add Reimbursement Method Reload Grouping R1	
R1:	Patient Encounter - MS DRG Code(MS DRG) In 789, 709, 791, 792, 793, 794, 795
Measure Value:	Patient Encounter - TotalCharges % 59.5
Expected Payment:	[Measure Value]

Issue	Next Step or Solution
Typo in Code	Follow-up with team to see if 709 should be 790 based on the other MS DRG Codes.

2. Identify the Issue and a next step in the screenshot below:



**Edit Schedule**

Close Save Save & Close Add Schedule

Name: UHC Outpatient Services

Description:

Category: UHC

Service Date?:

Effective Date: 4/1/2015 to 6/30/2015

UB Revenue Code	Value
0260	1.00
0269	1.00

Issue	Next Step or Description
_____	_____
	_____
	_____

3. Identify the issue and a next step in the scenario below:

**Basic Terms**

**Cardiac Services**

Grouping: R1

RI: Always

Case Rate: 25000

Expected Payment: [Case Rate]

**Vaginal Delivery**

Grouping: R1

RI: Patient Encounter - MS DRG Code(MS DRG) In 797, 768, 774, 775

LOS Schedule: 1-1: \$3672 ; 2-2: \$0 ; 3-3: \$1869

Expected Payment: [LOS Schedule]

Issue	Next Step or Description
_____	_____
	_____
	_____

4. Identify the issue and a next step in the scenario below:

**New Contract Term**

+ New Rule Set | Test Term | Collapse All | Expand All | Reorder

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**Add-Ons**

**Expected Payment:** [Venipuncture] + [Radiology] + [Outpatient Services]

**Venipuncture**

**Grouping:** R1

**R1:** Patient Billing Line Item Detail - Billed CPT Code(Billed CPT) Equal 36415

**Measure Value:** Patient Billing Line Item Detail - Charge % 0

**Expected Payment:** [Measure Value]

Issue	Next Step or Description

## Check Your Work - Assessment: Troubleshooting

The answers to each question are listed below in order for you to check your work.

1. Typos in Codes or Rates
  - Issue: 709 is not a newborn MS DRG Code
  - Next Step: Follow-up with team to see if 709 should be 790 based on the other MS DRG Codes.
  
2. Incorrect Schedule Dates
  - Issue: The dates are inconsistent between the contract and schedule.
  - Next Step: Follow-up with team to identify the correct fee schedule with the correct effective dates.
  
3. Incorrect Hierarchy of Rules
  - Issue: Incorrect Hierarchy of Rules
  - Next Step: The always rule is listed first. Change the order of the rule sets using the Reorder button in the contract.
  
4. No Basic Term
  - Issue: No Basic Terms listed for the Contract Term
  - Next Step: Evaluate the contract terms and include the appropriate basic terms.

## Common Issues, Causes, and Resolutions for Contract Analytics

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In summary, there are some common reasons for common issues described below. Due to the complexity of reimbursement modeling, there may be several causes and resolutions for these issues, so this section does not comprehensively describe every possible resolution for the issue.

If you are unable to determine the cause and resolution for an issue, please reach out to a Strata team member for assistance in continuing troubleshooting.

**Issue:** An encounter is not qualifying as expected

Possible cause: The section filters are incorrect.

Corrective action: Open the section (via the **Edit Section** button on the contract toolbar) and ensure at least one section filter is configured.

Possible cause: No basic terms are defined.

Corrective action: Make sure at least one basic term is defined in the section, even if that is a catch-all term with a single "Always" rule defined.

Possible cause: The terms or rule sets are not ordered appropriately.

Corrective action: In all parts of the contract, the contract will stop reviewing qualifications when it finds a match, so it's important to ensure the most specific terms and rule sets are listed first, followed by the most general. For example, if you are using an "Always" rule to catch any encounters that did not otherwise qualify for a term, this should be listed last. Listing it first would prevent any encounters from passing through to qualify for the more specific terms.

Possible cause: There is a typo somewhere in the term criteria.

Corrective action: Review all parts of the term and make sure no characters were transposed, for example.

**Issue:** Expected payment is not calculating as expected for an encounter

Possible cause: The effective dates on the reimbursement schedule are incorrect.

Corrective action: Open the schedule and ensure the dates are correct. For example, are the effective dates for the contract longer than the schedule effective dates?

Possible cause: A formula is set up incorrectly.

Corrective action: If you modified a formula for calculating expected payment, double-check that the formula is correct. For example, did you accidentally add the same measure to the formula twice?

Possible cause: The order of rule sets is not most specific → most general.



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