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CMS Pilot End-to-End Solution Summary

Topline Healthcare conducted a successful pilot for CMS on power mobility. We created an end-to-end solution that proved interoperability of multiple systems. Our system included AEM from **Adobe Systems**, Cloverleaf from **Infor** and implementation of our software, **Codeable Language™**.

Topline Healthcare assembled a team of physicians, nurses, physical therapist, DME providers and leading healthcare systems companies.

OUR GOALS IN THIS PILOT

1. Reduce the error rate of submissions.
2. Improve the overall patient experience.
3. Improve the process for the providers.
4. Simplify the process.
5. Automate the process.

Prior to the start of the program, we discussed with providers what the issues that they were facing in order to determine their biggest obstacles when attempting to submit a Prior Auth or order for Power Mobility DME. Of more than 40 providers polled, we found they had three major concerns:

1. Finding the needed forms.
2. Knowing which forms to use.
3. Understanding the needed information to support the request for DME.

With this information, we began our pilot by creating an order sets that allowed the provider to fill out all of the required forms, at the time of the order, using AEM forms (Adobe Systems). **Codeable Language™** (Topline Healthcare) was used with the EMR

system to improve the providers' documentation and to support the medical necessity. The claims were submitted via Cloverleaf (Infor) to the MAC and RACs for approval. We used a checklist for the provider to follow in order to ensure the completeness of the submittal. We also used a nurse reviewer to double check the package prior to submittal for prior auth to ensure that dates, times, signatures and all forms were completed fully.

Using the order set, the providers had all of the needed forms in a digital format in one location, which reduced the risk of omission errors. This also allowed the information to be submitted electronically from the EMR to the DME providers. The DME providers could then fill in the needed information about the device specifics and home evaluation, and then return it to the provider to complete the orders.

Codeable Language™ was used to allow the provider to submit accurate and needed information about the clinical aspects of the patient needs. Cloverleaf was used due to its ability to receive information from several different EMR systems. This allowed us to have clean data for reporting.

The success of all this was supported with education to the providers at the beginning of the pilot. This education was completed in person, via Skype and in written forms.

LESSONS LEARNED

1. Providers

Need Education on the Process

Providers were unaware of the requirements for power mobility, test needed to support the diagnosis, and the need for supporting diagnosis of secondary illness that help support the need for the device. Providers were unaware that something as small as not dating an order could delay or stop the patients from receiving the needed equipment.

2. Make it Simple for the Providers

We found that the providers were very receptive to an order set containing the needed paperwork. This reduced the amount of time they spent looking for the forms, reduced the time it took to complete the process, and increased the providers' satisfaction with the process.

3. Checks and Balances Work

Having someone **review** the forms prior to submission was extremely helpful. We were able to find technical errors such as forgotten dates or forms not completely filled out prior to submission, thus reducing the error rate.

4. Codeable Language™ Works

The providers expressed the ease in which they could document the needed information and how it reduced the time needed for them to complete the process. The use of Codeable Language™ allowed the providers to more completely document the diagnosis, thus supporting diagnosis and medical necessity for the patient in less time than only using an EMR. The providers expressed that with this system they were able to see more patients, more accurately document the presentation of the patient, and allow for more continuity of care between providers.

By creating a system that included AEM from Adobe Systems, Cloverleaf from Infor, and implementation of our software, **Codeable Language™**, we successfully accomplished the goals of the pilot a CMS has officially endorsed Topline Healthcare and the end-to-end systems used.



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