Patient StatusEdge™
AUDIT • EDUCATE • APPEAL

PROVIDENT

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Overview

Leveraging our deep operational experience and real world understanding of the regulatory landscape, Provident partners with its clients to meet the diverse challenges of the evolving healthcare industry. Our professionals have worked across a broad range of projects within a variety of healthcare settings improving operational and financial performance. Our solutions are focused on the integrity of the clinical record to support quality patient care, manage compliance, secure appropriate reimbursement, and give healthcare leaders actionable clinical data to drive success.

What sets us apart

- Unmatched knowledge of organizations across the healthcare spectrum from single hospitals to healthcare systems, academic medical centers and physician practices

- Proven track record of creating value and improving compliance for healthcare organizations across the country

- A continuum of proactive and reactive solutions

- Diverse team of healthcare providers, attorneys, revenue cycle experts and industry consultants with decades of experience

- Provident brings continuous improvement to the healthcare industry

Patient StatusEdge™

Patient StatusEdge™, an innovative online case management system, allows hospitals to bring the patient status audit and appeals process in-house. The Patient StatusEdge™ solution delivers Provident's continuous improvement methodology through its audit, educate, and appeal functionality.

- **Audit:** Evaluate the effectiveness of your case management program using inter-rater reliability testing and built-in auditing tools.

- **Educate:** Deliver targeted training to staff using Provident's built-in education modules, resources and reference library to ensure continuous process improvement.

- **Appeal:** Produce well-written, accurate, and comprehensive appeals in less time at a lower cost using Provident's tools, templates and reference libraries. Create concise visual representations of the patient's plan of care to justify appropriate patient status and highlight key events during the patient's stay.

A collaborative approach

Our technology and expert services help alleviate the burden of managing the patient status audit and appeal process while achieving continuous improvement. Electing Provident's consulting services with Patient StatusEdge™ enables hospitals to manage their workflows while learning how to transition to fully independent, best practice programs.

- **Audit:** A comprehensive record review reveals opportunities and trends to improve provider documentation and support admission status compliance. Findings are used in Patient StatusEdge™ training examples to increase adherence to documentation standards and reduce queries and denials.

- **Educate:** Training examples are delivered directly from the Patient StatusEdge™ tool to staff's inbox. Targeted training of case managers, providers, physician liaisons and clinical documentation improvement specialists ensures continuous process improvement.

- **Appeal:** Our methodology reduces the time and cost it takes to manage the denial and appeal process alleviating the burdens of the appeal writing process.