Automating Research Billing Procedures

Research Approval Workflow
EPIC Optimization

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Research Approval Workflow
EPIC Optimization

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Topics

• Epic Modules
• Clinical Research Workflow Overview
• Subject Enrollment Process
• Linking Encounters to a Research Study
  • Encounters and Transactions
  • Automated linking for procedures in a linked encounter
• Research Approval Workflow Optimization
• Research Workqueue Training
Epic System Modules

**Epic Cadence** is the scheduling module for outpatient clinics.

**EpicCare Ambulatory** is one of the main and largest components of EpicCare. Clinicians can document visits, place orders, view results, etc.

**Epic Resolute** is the billing and financial tracking system.
Clinical Research Workflow Diagram

- CSEC
  - Protocol Information
  - eIRB
    - JCTO Enters WCM and NYP account information

- CREST
  - OBC Enrolls Subject in CREST
  - Study Team Submits Subject Enrollment & HRBAF via Jira

- Protocol Information
- Subject Enrollment

- Epic
  - Rendering Department Links Visits to Research Study (Cadence)
  - PI Research Department reviews charges via WorkQueue (Resolute)

- Automated Integration
- Manual Data Entry

- Provider adds research modifiers & dx (Ambulatory)
Subject Enrollment Process

- Patient is identified as a potential research subject.

- Subject provides informed consent.

- Study team submits the informed consent form and HRBAF to the Office of Billing Compliance (OBC) via the Jira ticketing system.

- OBC team creates an enrollment record for the subject in Clinical Research Enrollment & Subject Tracking (CREST) system.

- Once enrolled, CREST sends the study information to the subject’s Epic record.
  - Only studies with billable risks will flow over to Epic.
  - Study information is found in the Research Studies Activity.
Research Studies Activity

In this activity you can see information about both active and historical study information. The information includes:

<table>
<thead>
<tr>
<th>Study Name</th>
<th>Start Date (enrollment date)</th>
</tr>
</thead>
<tbody>
<tr>
<td>IRB number</td>
<td>End Date (if applicable)</td>
</tr>
<tr>
<td>Principal Investigator</td>
<td>Off Study Reason</td>
</tr>
<tr>
<td>NCT number</td>
<td>Study Description (Sponsor Type)</td>
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**Phase I/II Multicenter, Single Arm, O**

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**Enrolled**

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<td>02/08/2017</td>
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</tr>
<tr>
<td>02/21/2017</td>
<td>Office Visit</td>
<td>WCMC HEM ONC MYELOMA OXFORD SUITE 300</td>
</tr>
<tr>
<td>03/21/2017</td>
<td>Office Visit</td>
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<td>04/06/2017</td>
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**RVM-MM-0450**

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**Enrolled**

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</tr>
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<td>01/26/2017</td>
<td>Office Visit</td>
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**Non-Compliant**

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**Enrolled**

<table>
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<tr>
<th>Date</th>
<th>Encounter</th>
<th>Description</th>
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</table>
| 05/01/2009    | Principal Investigator | Ruben Niesvicky, MD
| NCT #         | 008003447          |                                                  |
Linking to a Research Study

- All study related visits and procedures must be linked to the research study in Epic.

- Linking can be done by a scheduler or a provider.

- For visits within the PI department, the Study Team should work with the schedulers to notify them when a visit should be linked to the study.

- For visits outside the PI department, the order (paper or electronic) must include the IRB number. If the procedure is billable to the study, then the study account number (or grant number) must also be included. This information can be provided by the Study Team.

- For screening visits, providers must keep the encounter open until the subject is enrolled with OBC. The screening visit must be linked to the study before closing the encounter.
Scheduler’s View in Cadence

Research Study

- Research Studies List is currently read-only.

This encounter cannot be used to link visits to research study enrollments. To link visits to research study enrollments, access this subcomponent through a non-registration contact.
Provider’s View in Ambulatory

A Phase 1a/1b Multicenter, Single-Arm, O

- Study Code: 1504016093
- NCT #: 02400242

Principal Investigator: Ruben Niesvizky, MD

Link to Encounter
Z00.6 Diagnosis Code

With the release of ICD-10, the new diagnosis code is **Z00.6** (previously V70.7).

Z00.6 = Encounter for examination for normal comparison and control in clinical research program
Adding Research Modifiers and Validations

• Provider must add research modifiers before closing the encounter
• Q0 - Investigational clinical service provided in a clinical research study that is in an approved clinical research study.
• Q1 – Routine clinical service provided in a clinical research study that is in an approved clinical research study.
• BG – “Bill Grant” -- Any procedure that is research specific and billable to the study
Close Visit Validation

When a provider closes an encounter in Epic that is “linked” to a research study, the system checks for the appropriate modifier and/or diagnosis code. Either of the following are required to close the encounter:

• Q0 or Q1 modifier  **AND** Z00.6 diagnosis code

  **OR**

• BG modifier (Z00.6 diagnosis code not required)
Research Workqueues

• Research charges that are linked to a study, have the Z00.6 diagnosis code, and research modifier are routed to a Research Workqueue (WQ) in Epic.

• Charges are routed to the PI’s academic department WQ.
  - Example – If an Echocardiogram is scheduled as part of an oncology trial, Cardiology will link the Echo and add the Q1/BG modifier. The charge will appear in the Hematology Oncology Research Workqueue to be reviewed.

• All clinical departments have a WCM WQ and a WCINYP WQ.
Displaying Study Columns in the WQ

Default WQ view does not display PI Name or Study Name. To add these columns, click “Column Actions” and select the additional columns.
Research Encounter Linkage Modification

- Encounters may contain multiple procedures (CPT codes)
- Currently when an encounter is “linked,” not all of the procedures are “linked.”
- Each CPT code within a charge session/encounter needs to be assigned one of the following statuses:
  a. Bill to the Study (BG)
  b. Standard of Care (Q1 or Q0)
  c. Not Research Related (NONRES)
- Modification live in EPIC April 21, 2017
Research Encounter Linkage Prior to Modification

Automatically defaults to "Not Research Related"
Research Linkage After Modification

- Transaction will automatically be linked based on the associated encounter linkage
Research Approval Workflow Optimization

— In June 2017 EPIC will be updated to automate the process of applying payment to approved research charges.

Current State:
Research Approval Workflow Optimization

Future State:

Goals:
- Reduce handoffs
- Streamline communication
- Timely Payment of Research Charges
- Elimination of numerous excel spreadsheets

Diagram:
- Charges are then routed to Department of Research WQ (charge review)
- Has charge aged in WQ more than 60 days?
- Is charge approved for payment by Research Department?
- Charge is placed on the specific research protocol guarantor
- Report/Process of sending approved charges to WCM finance to charge the research fund and account number
- 835 remit file is generated for payment posting
- 835 remit file is auto-posted to EPIC
- Payment posting reconciles remit with WCM finance report of approved research payable charges
Research Approval Workflow Optimization

When a research charge is marked as “reviewed”, it is authorized to be paid.

You must enter the word Reviewed in the Research Reviewed field.
Research Fee Schedule Updates

• On April 19, 2017 the research fee schedule was updated to generate fees based on location.

• Prior to update, only office based fees were generating for services performed, impacting departments that performed services in the inpatient setting.

• PI Research Departments no longer have to update fees to the correct amount if services are performed in the inpatient setting. EPIC will automatically default to correct fee based on location.
Research Approval Workflow Optimization

Key Points:

- The research fee schedule will now populate fees based on location (inpatient vs. outpatient)

- PI Research Departments must update charges that are billed as “standard of care” – auto-linking of encounters will link all associated transactions as study.

- When a research charge is marked as “reviewed”, it is authorized to be paid.
Access to Research Workqueues

Training is required before issuing access to the Research WQs.

“Research – Charge Review WQ” training can be scheduled on the Epic Training Signup SharePoint site.

Upcoming training sessions:

<table>
<thead>
<tr>
<th>Class Type</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Sign Up Link</th>
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<tbody>
<tr>
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<td>Oz Training Room</td>
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</tbody>
</table>
FAQs

• Who should manage the charges in the Research WQ?

- The people managing the research WQ should be familiar with the study procedures, budget and HRBAF. Departments determine access to these workqueues.
FAQs

• Which study account will be charged for the research procedures?

- For industry funded clinical trials, the study accounts created by the JCTO are pushed into CREST and Epic. For federally funded and department funded studies, the accounts are requested from the departments and manually entered into CREST.
FAQs

• Can a visit be linked after the encounter is closed?

➤ If a charge is in EPIC without a link to a study or missing research modifiers, the charge can be corrected using the “research correct” function in transaction inquiry. Details are in the research-charge review WQ job aide.
FAQs

- Who do I contact with WQ errors?

  ➢ Contact support@med.cornell.edu
FAQs

• What is the expected turnaround time for subject enrollments to be processed by OBC?

- In general, OBC closes tickets within 24 hours of receipt. If an enrollment requires immediate processing, please contact OBC directly.
FAQs

• What if the charge fee differs from what was budgeted?

➢ The fee schedule should be utilized when negotiating budgets.
<table>
<thead>
<tr>
<th>TOPIC</th>
<th>OFFICE TO CONTACT</th>
<th>CONTACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Epic</td>
<td>Physician Org Helpdesk</td>
<td><a href="mailto:support@med.cornell.edu">support@med.cornell.edu</a></td>
</tr>
<tr>
<td>OBC – Jira</td>
<td>Office of Billing Compliance</td>
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<td>Clinical Trial Operations</td>
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<td>Research Workqueue</td>
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