

Managing Managed Care:

Broad River Rehab Helps Providers Navigate the Changing Healthcare Landscape



Managed Care has been growing rapidly in health care, particularly in post-acute facilities. Hospitals have shifted increasing amounts of care to post-acute facilities, creating savings for hospitals and a new market for skilled nursing facilities (SNFs) to capture Medicare days.

But with opportunity also comes challenges. Skilled nursing facilities are quickly finding that Managed Care companies prefer to use providers that have data systems that supply reliable insights into patient costs

and outcomes, that can work cooperatively with the plan in patient management, and that provide consistent quality care.

That's why Broad River Rehab helps in ways other rehab companies can't. Through our experienced staff and unique and proprietary data tools and technologies, we help facilities respond to, and succeed within, Managed Care environments.

Managed Care

provides a generalized structure and focus when managing the use, access, cost, quality, and effectiveness of healthcare services.



Our Unique Process Supports Success Within Managed Care

Managed Care for rehab therapy services is very different from traditional Medicare reimbursement. Managed Care's utilization review mechanisms closely monitor the course of therapy and services and are usually discontinued if improvement is not clearly demonstrated or documented. Managed Care comprises levels of care parameters for reimbursement that limit per-day and total units of therapy offered to managed care patients.

As a result, SNFs providing rehabilitation services to both Medicare Managed Care and traditional Medicare patients operate under markedly different incentive systems. Broad River Rehab provides a proven process that supports success in navigating Managed Care.



Broad River Rehab has a **formal payer source pre-authorization process at each site** during which our Rehab Director determines payer, plan details, and achieves an understanding of what is needed from a documentation perspective for each care "level."



Understanding level expectations supports our ability to document accordingly in our evaluations in addition to guiding supportive standardized testing which may be needed for specific diagnosis categories. Our proprietary **Document Navigator™** (DocNav) tool also supports our success in identifying appropriate clinical needs and translating those needs to SNF documentation.



We complete daily notes on every patient, every day, regardless of payer source. This helps to support continuation of services pre-Progress Report (note Progress Reports are only generally completed every 10th visit). Our daily notes include outcomes metrics scales, including Section GG, which is often used by Managed Payers so the case manager can see change at more granular and specific levels. Additionally, using our **DocAudit™** tool, we audit 100% of all clinical documentation for all clients every single day, to ensure your patients' care is properly and accurately documented and to ensure your facility is getting accurately paid for the care you're delivering. This is critically important in Managed Care settings.



As needed, our **Appeals Department is available to support BOM training** in areas associated with Managed Plans to promote understanding of products and guide best practices.

For More Information

To get started with Broad River Rehab's Managed Care expertise, please contact us at **800.596.7234** or **828.774.5222** or email:

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