

THE PEDIATRIC PAPER CHASE

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Physician Paper Work

- Clinical Care : Paperwork Time Ratio is 1:1
- 1/3 of Primary Care income spent on paperwork
- Average Primary Care physician spends \$68,000 on administrative tasks

Sources of Paperwork

- Insurance
- Credentialling
- Referrals
- Prior Authorizations
- Records Releases
- HIPAA Releases
- Blue Slips
- Disability Requests
- FMLA
- Legal Requests

The Burden

- Timeliness of Completion
- Accuracy of Information
- Complying with Regulations

Increased Paperwork Increases Risk

- March, 2010 Colorado
 - 9 year old boy died from asthma attack. Had been trying to get Advair approved, but Medicaid had him presenting as ineligible. Despite repeated attempts by physician office, could not be resolved.
 - Litigation is pending.

Increased Paperwork Increases Office Staff

- Credentialing (1 FTE)
- Blue Slips (1.5 FTE)
- Prior Authorizations and Forms (1 FTE)
- Medical Record Management (1 FTE)
- Referrals (2 FTE)

Daily Tasks

- Blue Slips
 - Average 51/day – increases to 100/day during registration
 - Takes 5-10 minutes to research and complete
- Disability Records
 - 60/month
 - Takes 25 minutes to prepare

Daily Tasks

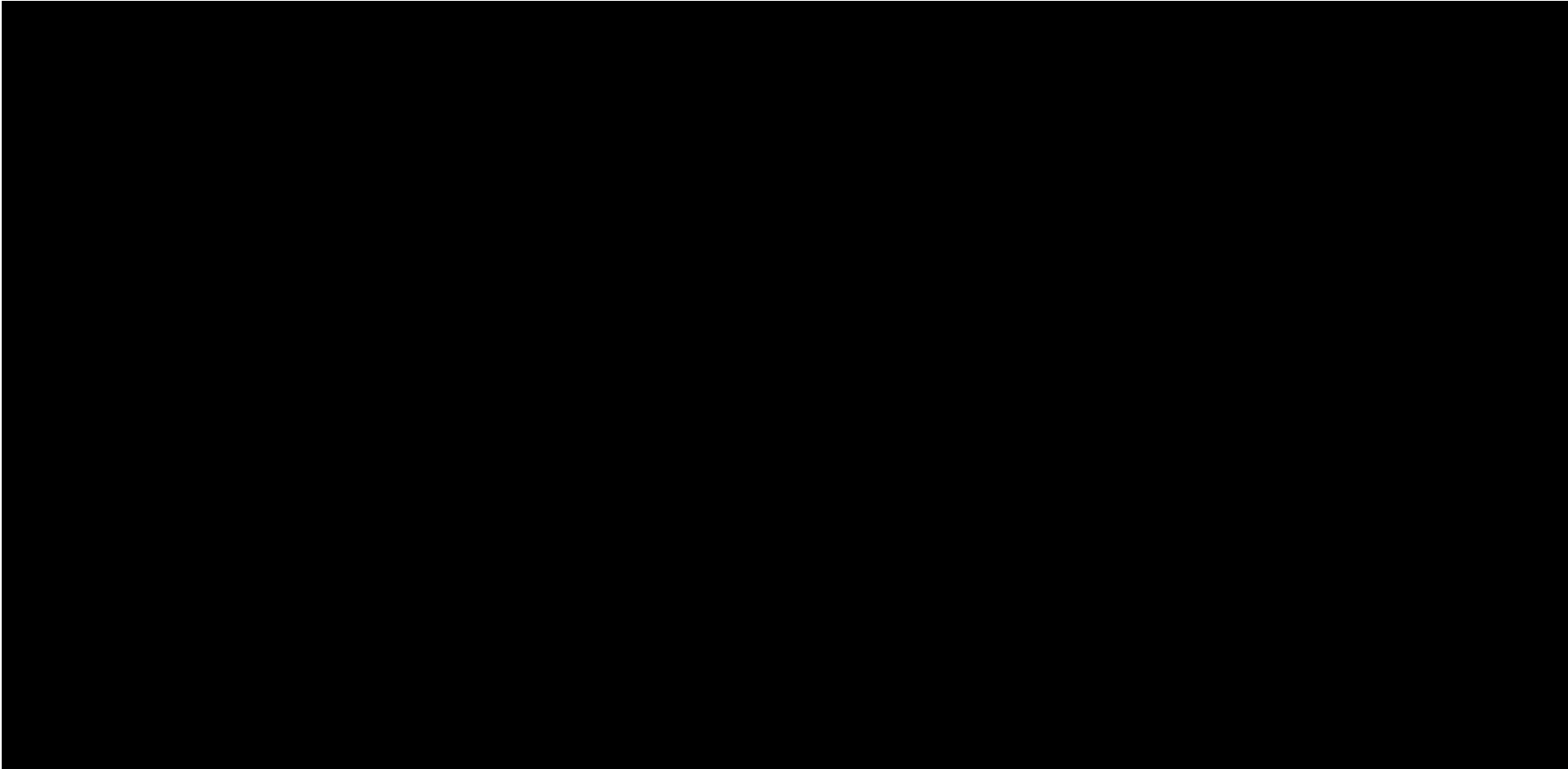
- Medical Records Release
 - 77/week
 - Can vary from 2-400 pages
 - Preparation is 5-30 minutes
 - Recently converted to faxing/CD
 - Saved 1 case of paper and full toner cartridge first 3 days.

Credentialing

- One of the most demanding and vital positions in our office
- Maintains licensure and insurance credentials for 12 physicians, 3 nurse practitioners, 2 psychologists and 6 counselors
- Full Time Position



Picture of Credentials



Challenges

- Online Submission not available for all providers
- Many instructions are unclear
 - Blue Cross Online submission requires entry for information that does not apply
- Redundancy of information
- Difficult to get help
- Turn around can be slow

Suggestions

- Increased Clarity in Instructions
- Readily Available Personnel
- Consider Use of CAQH
 - Council for Affordable Quality Healthcare Universal Credentialing DataSource
 - Updated every 4 months

Prior Authorizations

- Alabama Medicaid (3-20 per day)
 - Average Time 15 minutes to research prior medications/diagnosis and completing form
 - Representative Available
- Blue Cross (5-7 per month)
 - Average Time 15 minutes

Suggestions

- Make electronic submission more accessible and user friendly
- Make a pediatric specific formulary
 - Example: Pulmicort
- Consider extended approvals

Summary

- Offices are already are burdened by massive amounts of paperwork daily
- Any additional paperwork results in increased practice expense
- Anything that can be done to reduce paperwork reduces inconvenience to patients and providers