



# **Examining the Impact of Medicare Audits on HME Suppliers**

Results of AAHomecare Audit Key Survey, 1<sup>st</sup> Quarter 2017

July 2017

# Audit Key Background

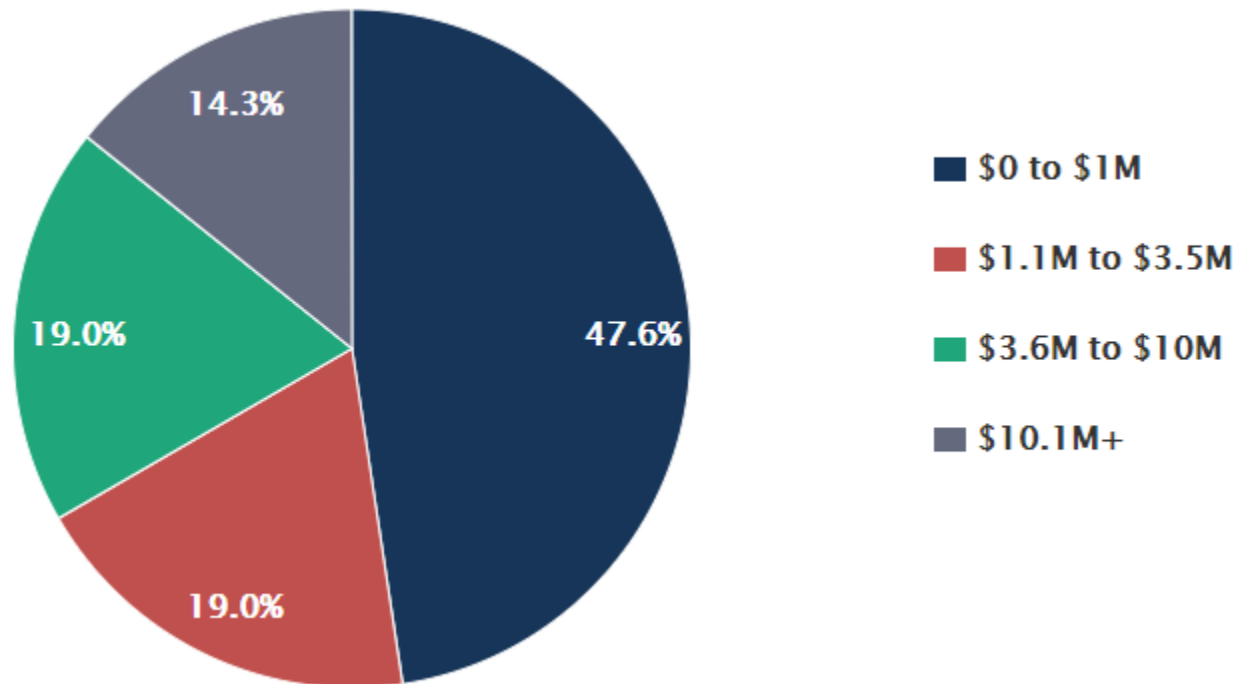
- AAHomecare created the Audit Key—a free, web-based survey to quantify the impacts of audits and appeals to present compelling data to encourage change.
  - Suppliers use AAHomecare’s online survey application, Audit Key ([WWW.HMEAuditKey.org](http://WWW.HMEAuditKey.org)), to submit their data with audit and appeal experience.
  - Survey questions are designed to collect *cumulative* audit and appeal experience data going back as far as 10/1/15.
  - Survey registration information and Audit Key support can be accessed at [support@HMEAuditKey.org](mailto:support@HMEAuditKey.org) or 1-844-HME A KEY.

# Executive Summary

- This is the sixth quarter of data which includes audit and appeal information from 10/1/15 through 3/31/17.
- With 6 quarters of data now collected, the survey is gaining momentum.
- The industry **needs all suppliers to participate—regardless of the number of audits you are receiving.**
- With increased confidence levels in the data, the industry will be able to tell a compelling story about the audit and appeal experience of suppliers.
- Today's results show **more participation** is needed and, will yield critical data!
- Data analysis shows similarities between all sizes of suppliers, dispelling the myth that large or small suppliers experience more or less audits.
- **PARTICIPATE NOW!**

# Participating Suppliers Represented a Cross Section of Net Revenue

Distribution of Audit Key Participating Suppliers by Net Revenue Range - Quarter 1, 2017



Note: Response Rates vary by Quarter

Note: Current results are based on a limited # of suppliers data and is not a true representation of the industry.

# The Average Percent of Medicare Revenue is Much Less for Large Suppliers

Distribution of Audit Key Participating Suppliers by Average Percent of Net Revenue from Medicare - Quarter 1, 2017

Net Revenue Range	Average Medicare Percent
\$0 to \$1M	35%
\$1.1M to \$3.5M	44%
\$3.6M to \$10M	34%
\$10.1M+	25%

Note: Response Rates vary by Quarter

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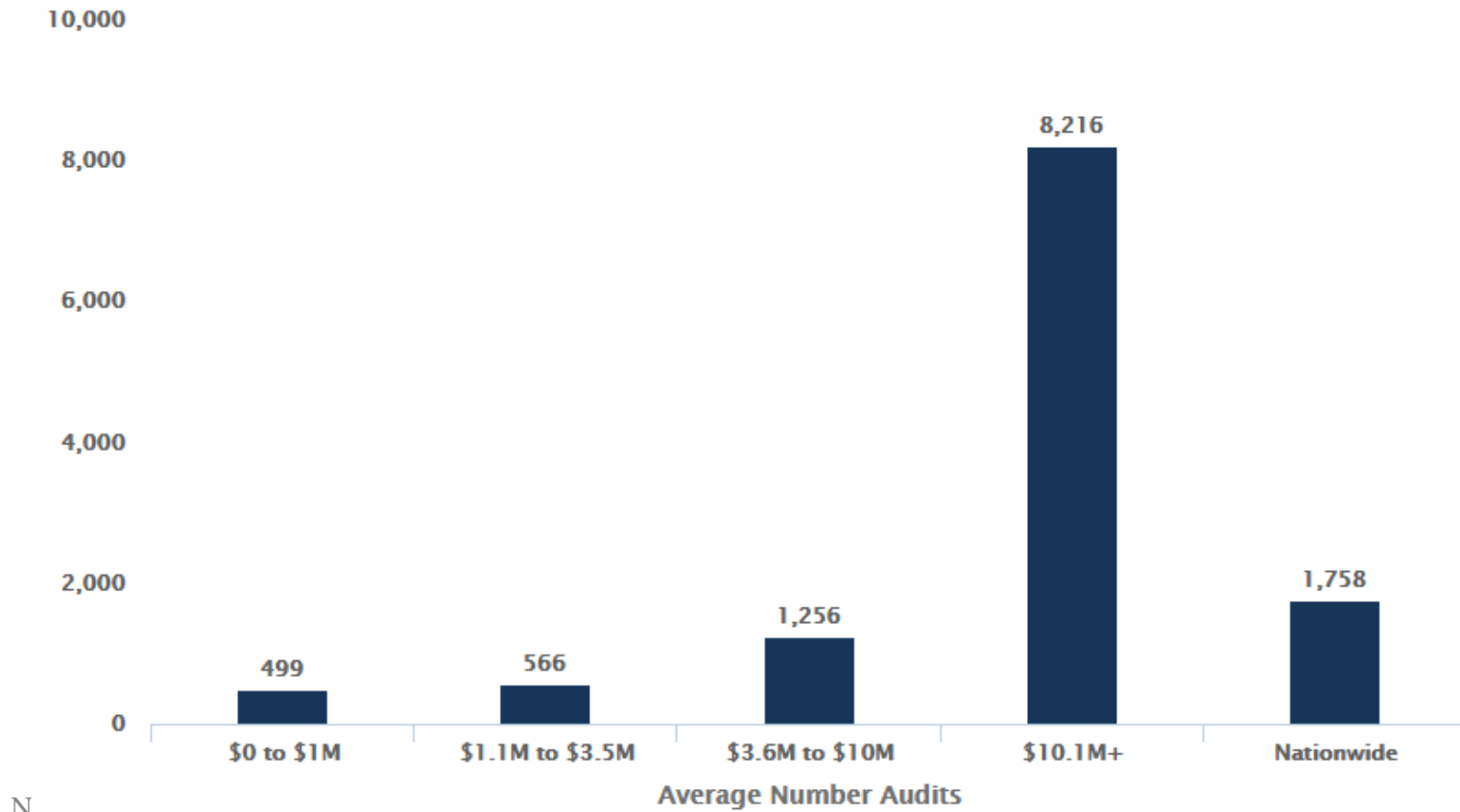




# Medicare (FFS) Prepayment Audit Activity Analysis

# Nationwide decrease of 5% between Q4 2016 and Q1 2017

Average Number of DME MAC Prepayment Audits Received By Participating Supplier Net Revenue Range - through Quarter 1, 2017



# The Average Percent of Audits Denied Nationwide Increased 9% Between Q4 2015 and Q1 2017

Distribution of Average Percent of DME MAC Prepayment Audits Denied Among Participating Suppliers – through Quarter 1, 2017

Participating Supplier Net Revenue Range	Average % Audits Denied
\$0 to \$1M	39%
\$1.1M to \$3.5M	45%
\$3.6M to \$10M	20%
\$10.1M+	25%
Nationwide	28%

Note: Response Rates vary by Quarter

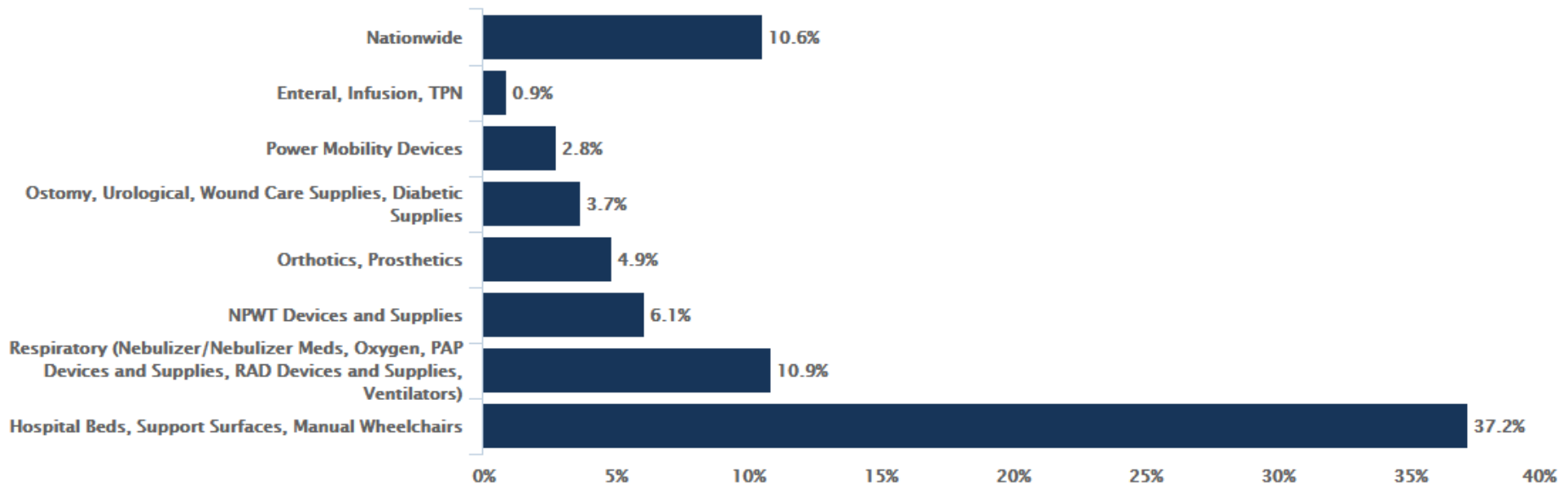
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# DME MAC Prepay Audits: 37% of Hospital Beds, Support Surfaces and Manual Wheelchair New Patients Were Subject to MAC Prepayment Audit

Cumulative Percent of Medicare New Patients Subject to MAC Prepayment Audit Among Participating Suppliers By Product Category and Nationwide – through Quarter 1, 2017



\* Excludes product category new patients for suppliers not reporting audits for respective category in top 3 product categories.

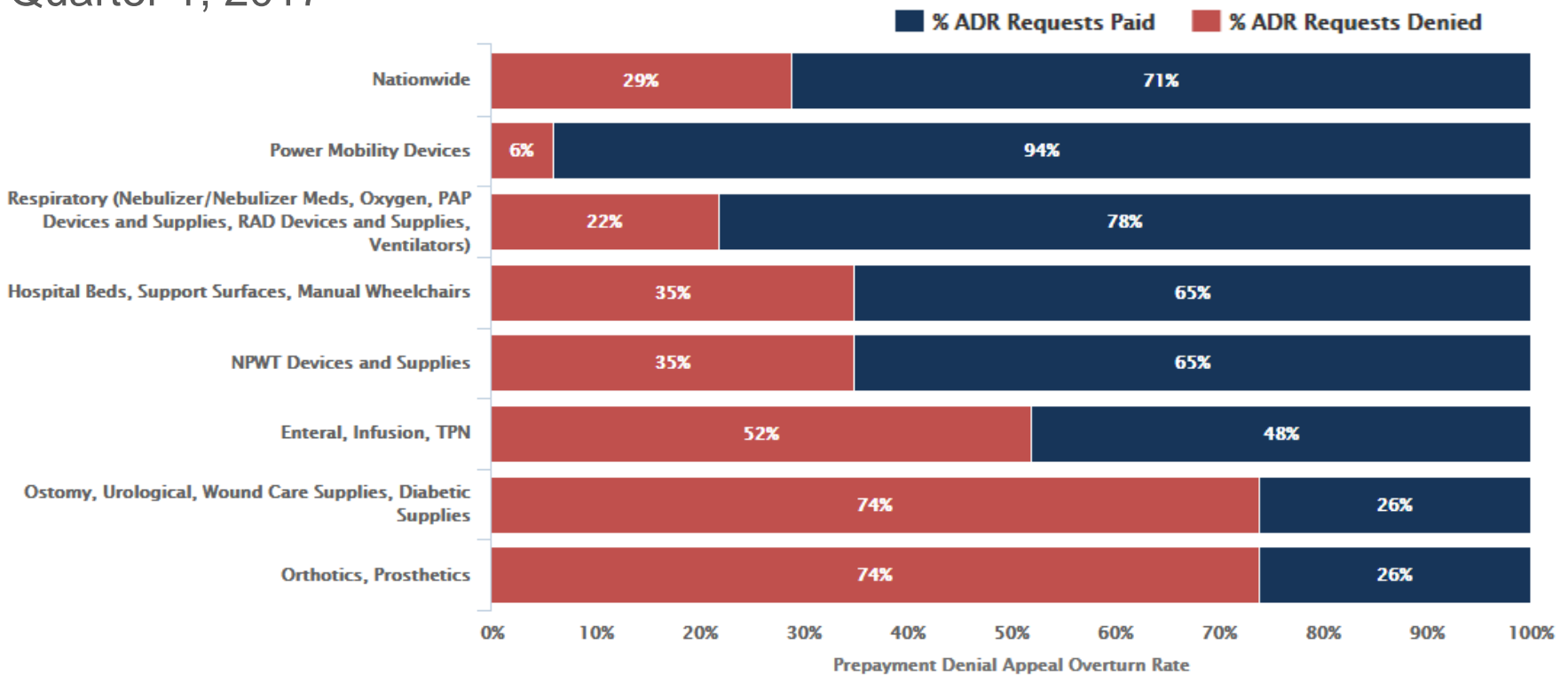
Note: Response Rates vary by Quarter

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# 71% Of Completed MAC Prepayment Audits Nationwide Were Paid Upon Review

Cumulative Percent of Completed MAC Prepayment Audits Denied Versus Paid Among Participating Suppliers by Product Category - through Quarter 1, 2017



Note: Response Rates vary by Quarter

Note: Current results are based on a limited # of suppliers data and is not a true representation of the industry.



# Supplier Appeal Activity

# Supplier Appeal Rate of MAC Prepayment Denials

Summary of Appeal Rate by Product Category for MAC Prepayment Denials Among Participating Suppliers - through Quarter 1, 2017

Product Category	MAC Prepayment Denials	% MAC Prepayment Denials Appealed
Orthotics, Prosthetics	933	100%
Hospital Beds, Support Surfaces, Manual Wheelchairs	2,942	85%
Ostomy, Urological, Wound Care Supplies, Diabetic Supplies	1,116	79%
Power Mobility Devices	34	65%
Enteral, Infusion, TPN	22	64%
Respiratory (Nebulizer/Nebulizer Meds, Oxygen, PAP Devices and Supplies, RAD Devices and Supplies, Ventilators)	4,363	48%
NPWT Devices and Supplies	76	34%
Nationwide	9,486	68%

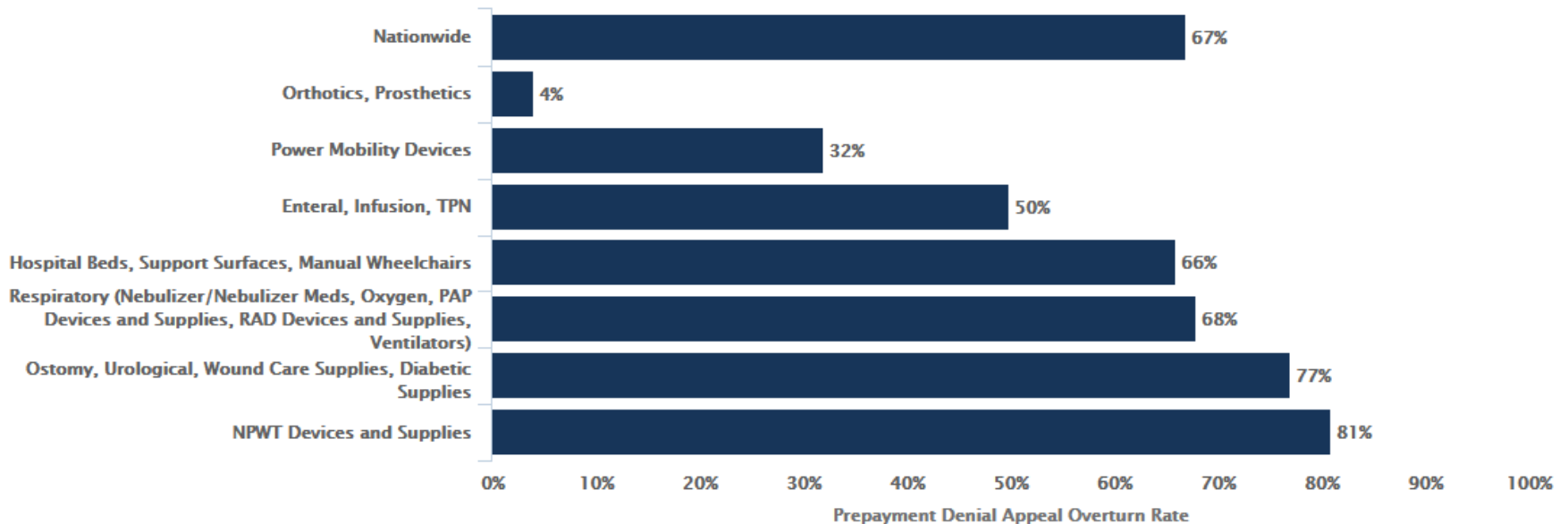
Note: Response Rates vary by Quarter

Note: Current results are based on a limited # of suppliers data and is not a true representation of the industry.



# 68% of Completed Appeal Determinations For Respiratory Products Were in Favor of Suppliers.

Summary of Completed Appeal Determinations in Favor of Suppliers\* by Product Category for MAC Prepayment Denials Among Participating Suppliers - through Quarter 1, 2017



\* Includes favorable determinations at any level of appeal.

Note: Response Rates vary by Quarter

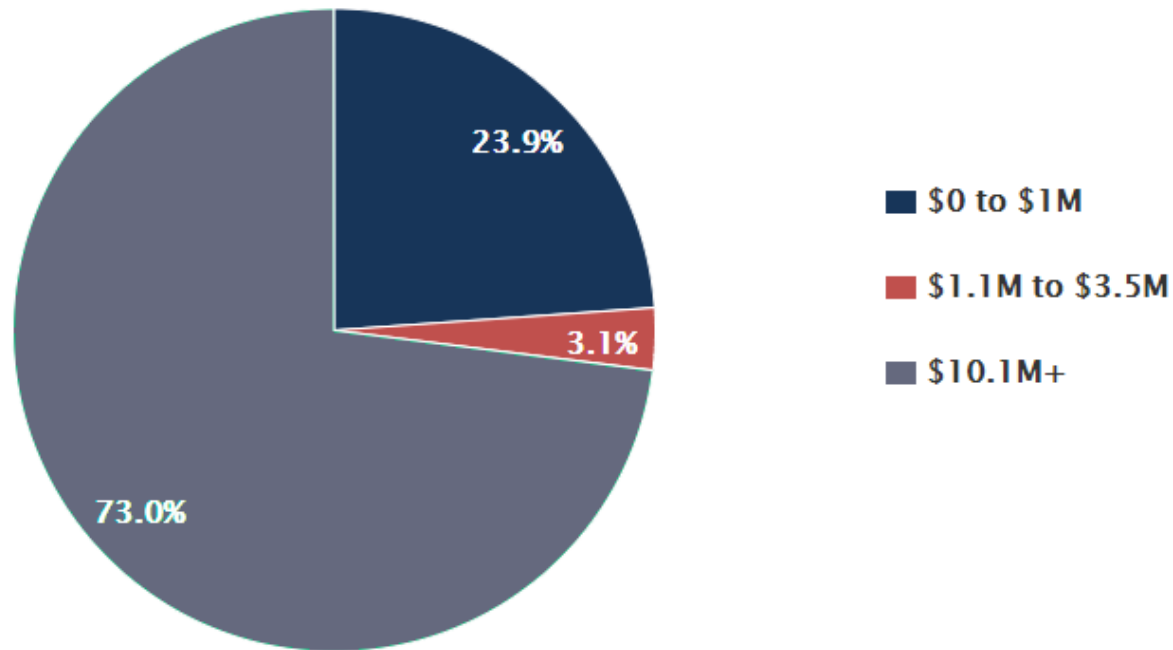
Note: Current results are based on a limited # of suppliers data and is not a true representation of the industry.



# **Medicare (FFS) Post Payment SMRC Audit Activity Analysis**

# SMRC Audits Targeted Respiratory Products for Larger Suppliers

Distribution of SMRC Respiratory Post Payment Audits Received By Participating Supplier Net Revenue Range - through Quarter 1, 2017



Note: Response Rates vary by Quarter

Note: Current results are based on a limited # of suppliers data and is not a true representation of the industry.



1-844-HME A KEY (844-463-2539)

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