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*3M study of a seven-hospital, non-profit health system, conducted 2013–2015. Percentage of cases measured by revenue.
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- CAC Guidance & RFP Management
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**Our Release of Information Software**
- **Cortrak Standard** Includes scanning capabilities which are tied to request
- **Cortrak Plus** Includes scanning capabilities which are tied to request, utilizes Microsoft SQL Server

**Our ICD-10 Services**
- Awareness Education – Management & Physicians
- Dual Coding Validation
- Documentation Deficiency Reviews
- ICD-10 Project Management (Limited)
- ICD-10 DRG Shift/Documentation Analysis

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- Scanning and Transcription Analyses
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**Release of Information**

MRO is the acknowledged industry leader for staffed, shared and remote release of information (ROI) services, and its ROI Online® solution has been rated number one by KLAS for two years in a row (2013 and 2014). The company invests heavily in the hiring, training and education of its processing center and field staffs to ensure the best client experience. Additionally, MRO’s cutting-edge technologies provide high levels of visibility and control through transparent reporting tools and sophisticated workflows that offer industry-leading turnaround times, improved operations and the highest levels of accuracy. MRO mitigates risk by incorporating multiple quality checks by highly trained professionals as well as proprietary, state-of-the-art OCR scanning technology. By deploying ROI Online as a centralized platform, healthcare organizations can better manage PHI disclosure, standardize processes and improve compliance throughout the healthcare enterprise. Integrations with Master Patient Indexes (MPI) and Epic and other EMR ROI modules are available.

**CMS and Private Payer Audit Management**

MRO offers comprehensive compliance services and tracking software for healthcare providers seeking to effectively manage all Centers for Medicare and Medicaid (CMS) and private payer audit processes – including RAC, MAC, ZPIC, UPIC and others. Compliance services include special handling for audit requests and appeals letters, additional quality assurance checks (including deadline and address verification) and expedited fulfillment through various delivery methods including electronic submission of medical documentation (esMD) electronic delivery to CMS. Additionally, MRO provides clients with an audit enforcement team that works with managed care companies and auditors to ensure appropriate fee invoicing and to monitor record request limits. MRO also offers an audit tracking and reporting application AUDITRENDS® Online.

**Accounting of Disclosures**

MRO’s accounting of disclosures (AOD) solutions enable healthcare organizations to enforce disclosure policies and centrally track, manage and report all disclosures made across the entire healthcare enterprise, inside and outside of the HIM department. AOD Online™ includes capabilities of capturing disclosures that are made to federal, state and local public health databases (i.e., Office of Infectious Diseases, Cancer Registries, etc.) and may also be able to track disclosures to HIEs as they emerge. AOD Online also features an embedded breach assessment tool to help an organization determine if a breach has occurred, and it offers the proper tracking of any identified disclosures in question.

**Interoperability Solutions and Services**

MRO’s clients have access to the following interoperability solutions and services:

- esMD, to rapidly and securely deliver all Medicare- and Medicaid-based review documents to CMS;
- Social Security Administration’s MEGA4HT interface for HEI-driven, accelerated disability determination;
- MRODirect®, MRO’s platform for the Direct Secure Messaging of PHI for the purposes of improving efficiency and effectiveness of transitions of care between healthcare providers; and
- Consulting services for technology and operational support to realize interoperability.

“The ROI Online platform is very transparent and easy to use. MRO implements state-of-the-art and cutting edge technology to meet the needs of all involved, both the hospital and patients. MRO’s software and workflow processes are above the rest!”

Ken Maiorana, HIM Director at Georgetown Hospital System

“Choosing MRO as a vendor was a great decision. MRO excels in terms of professionalism and communication. We appreciate the weekly calls to check in and to provide us with turnaround information, the availability of management when we need to communicate with them and our monthly reports from MRO. I recommend their services to all my colleagues in the industry.”

Cheryl Seller, HIM Director at Mercy Nazareth Hospital
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