



Team's ongoing success brings in \$10 million in Medicare reimbursements

Medicare reimbursements



WHAT THEY DID

Members of this small Colorado UBT discovered a technical issue with Kaiser Permanente's partner hospitals in the region that resulted in incomplete physician signatures on patient charts. This glitch prevented KP from submitting bills for hospital stays and procedures to Medicare for reimbursement. The error was corrected, but the team had to review 26,000 hospital inpatient notes for 2010. Since then, the team has captured more than \$10 million in reimbursements.

The team attributes its ongoing success to:

- » quick huddles
- » holding each other accountable
- » transparent communication

