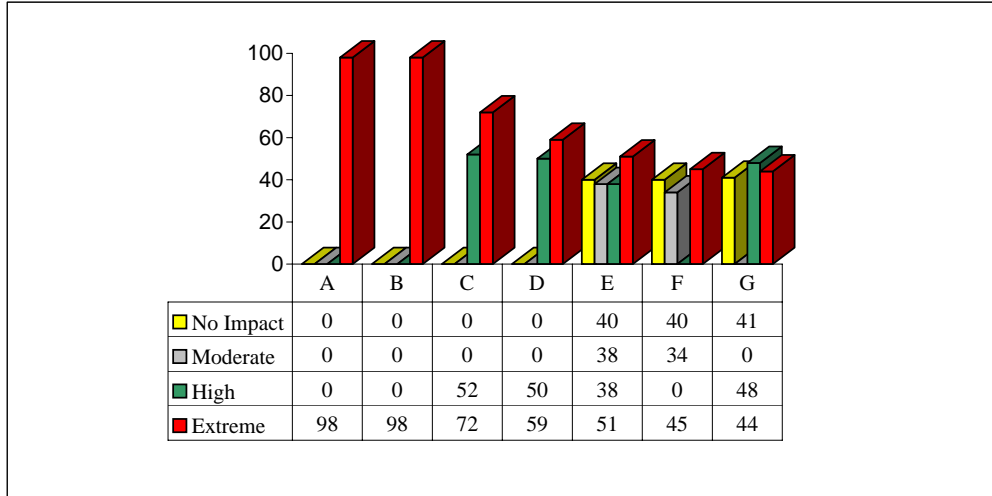


2004 Job Task Analysis Survey Criticality Section

This section rated each item according to **"how important or critical it is"** to the overall performance of the medical auditor's job functions:

- 1 NO IMPACT on overall job performance
- 2 MODERATE IMPACT on overall job performance
- 3 HIGH IMPACT on, and is ESSENTIAL on overall job performance
- 4 EXTREME IMPACT on, and is CRITICAL on overall job performance

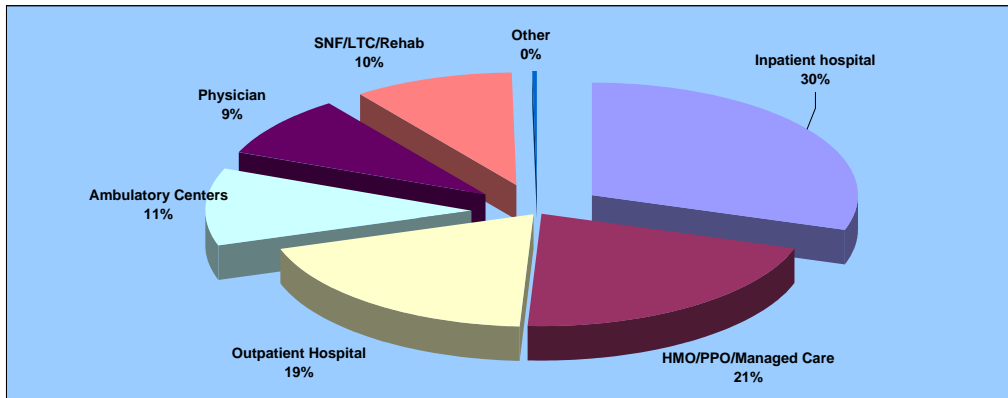
Professional Standards And Audit Behavior



How important or critical are the following in the overall performance of your job?

Rank	% of "extreme" responses	Legend
1	21%	A Apply principles of objectivity in performance of medical audit activity
1	21%	B Apply principles of independence in performance of medical audit activity
2	15%	C Integrate code/standards of conduct policies in performance of medical audit activity
3	13%	D Establish/participate in enforcing expectations and systems of accountability
4	11%	E Establish/monitor appropriate patient access and confidential policies
5	10%	F Develop/monitor effectiveness of internal control policies
6	9%	G Participate in goal setting, strategic planning, and mission/vision development activities

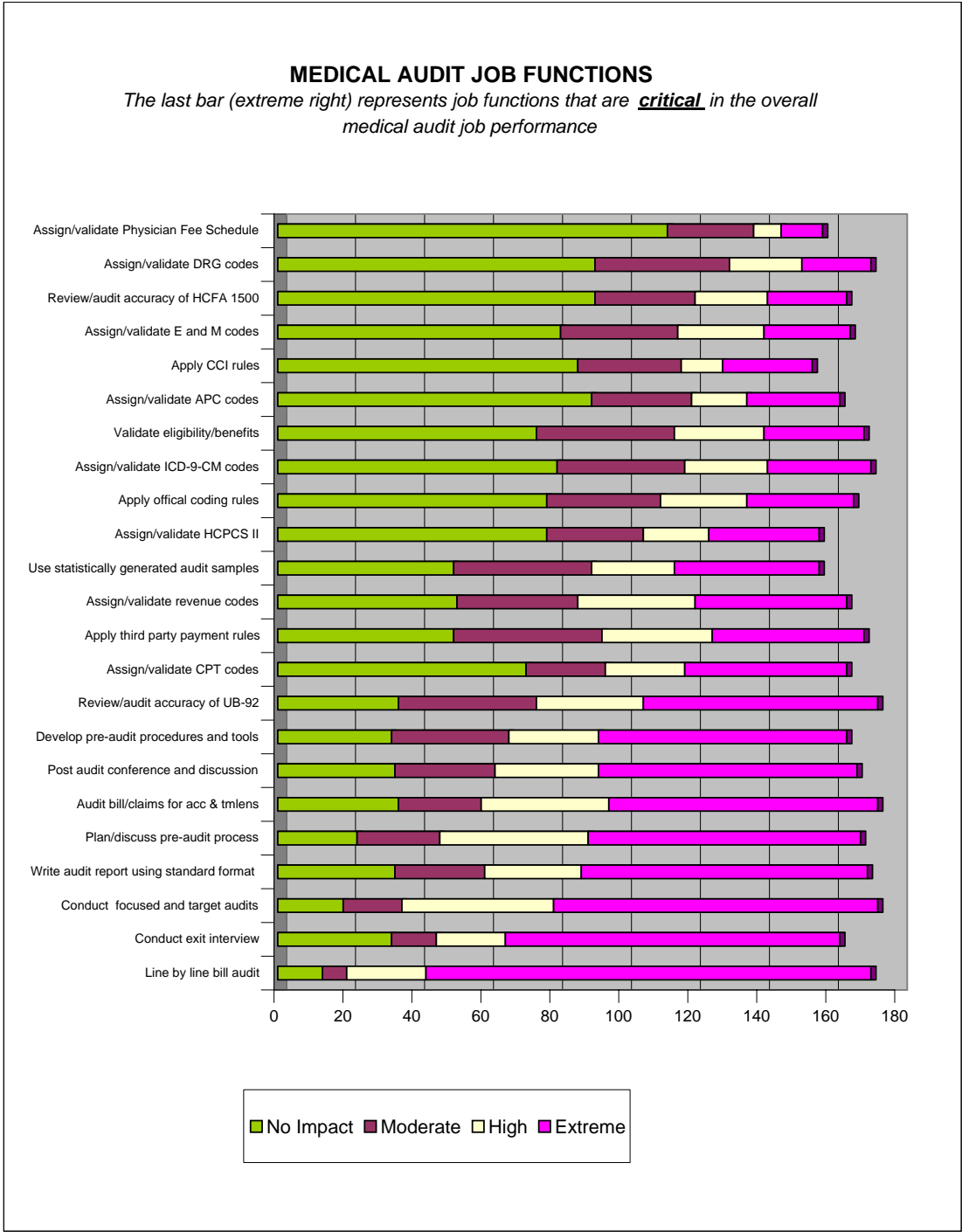
Medical Audit Process and Methodology



Investigation and verification of charges against medical record documentation is **EXTREMELY** important and **critical** in the overall performance of the job in these settings

**2004 Job Task Analysis Survey
Criticality Section**

Audit Process, Work Flow and Audit Findings

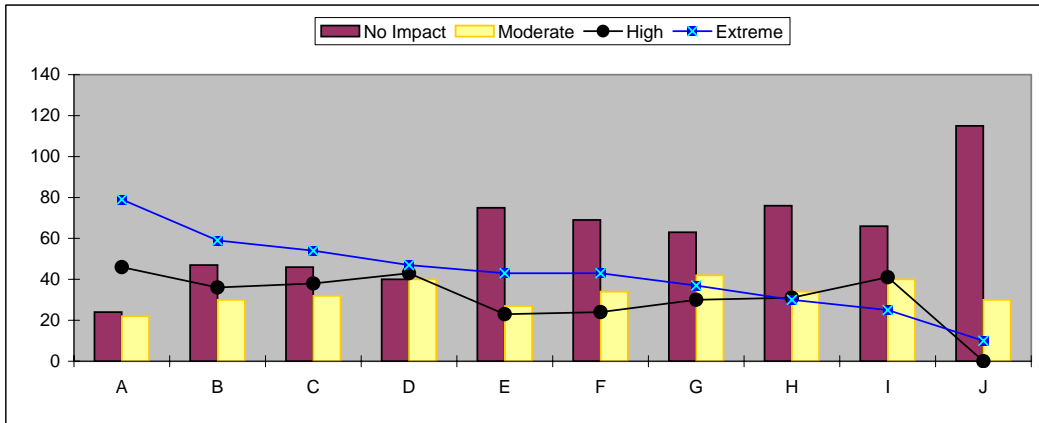


2004 Job Task Analysis Survey Criticality Section

Medical Audit Job Functions that are EXTREMELY IMPORTANT and CRITICAL in the overall job performance

Rank	Score	%	
1	129	10.7%	Line by line bill audit
2	97	8.0%	Conduct exit interview
3	94	7.8%	Conduct focused and target audits
4	83	6.9%	Write audit report using standard format
5	79	6.5%	Plan/discuss pre-audit process
6	78	6.4%	Audit bill/claims for accuracy & timeliness
7	75	6.2%	Post audit conference and discussion
8	72	6.0%	Develop pre-audit procedures and tools
9	68	5.6%	Review/audit accuracy of UB-92
10	47	3.9%	Assign/validate CPT codes
11	44	3.6%	Apply third party payment rules
11	44	3.6%	Assign/validate revenue codes
12	42	3.5%	Use statistically generated audit samples
13	32	2.7%	Assign/validate HCPCS II
14	31	2.6%	Apply official coding rules
15	30	2.5%	Assign/validate ICD-9-CM codes
16	29	2.4%	Validate eligibility/benefits
17	27	2.3%	Assign/validate APC codes
18	26	2.2%	Apply CCI rules
19	25	2.1%	Assign/validate E and M codes
20	23	1.9%	Review/audit accuracy of HCFA 1500
21	20	1.7%	Assign/validate DRG codes
22	12	1.0%	Assign/validate Physician Fee Schedule

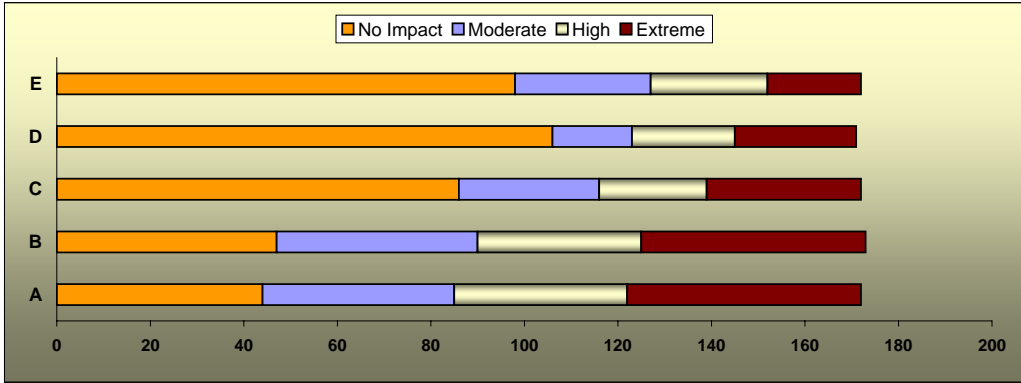
Other relevant medical audit responsibilities



Rank	% of "extreme" responses	Legend
1	18%	A Provide clinical interpretation and guidance to fellow auditors and staff
2	14%	B Apply regulatory and legislative policies in medical audit activity
3	13%	C Develop/update data base for tracking and trending medical audit findings
4	11%	D Report identified and potential quality and risk management issues
5	10%	E Update/review/maintain charge description master (CDM)
5	10%	F Recommend/approve/monitor use of external auditors or subcontractors
6	9%	G Apply medical necessity rules in audit activity
7	7%	H Prepare/Submit cost benefit and financial impact analysis reports
8	6%	I Apply utilization review criteria and protocols in medical audit activity
9	2%	J Participate/conduct interrater reliability (IRR) audit

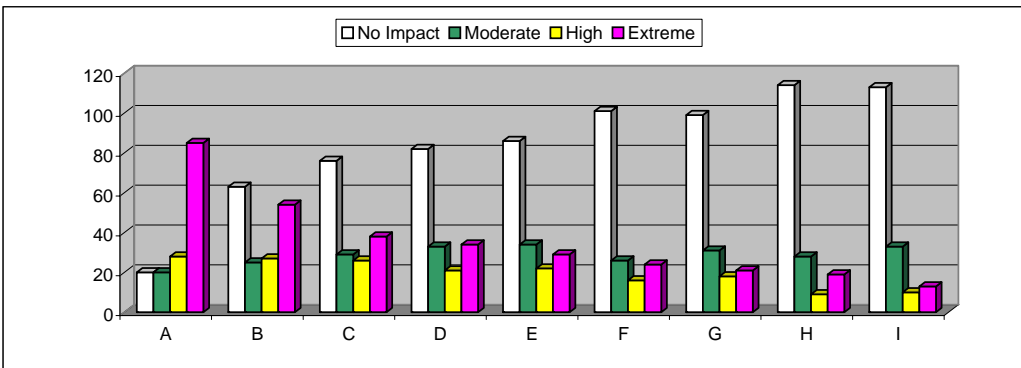
**2004 Job Task Analysis Survey
Criticality Section**

Quality Improvement Activities, Education and Training



Rank	% of "Extreme" responses	Legend
1	28%	A Recommend process improvement solutions
2	27%	B Participate in education and training of staff
3	19%	C Develop/update/maintain/disseminate training manuals and educational materials
4	15%	D Monitor productivity levels of staff
5	11%	E Develop QA/QI policies and procedures

Compliance and Special Investigations



Rank	% of "Extreme" responses	Legend
1	26%	A Prepare audit workpapers and report findings
2	17%	B Collaborate/cooperate with external and regulatory auditors
3	12%	C Conduct due diligence and compliance audits using set rules, policies and procedures
4	11%	D Investigate compliance reports and issues
5	9%	E Recommend/monitor disciplinary and corrective action plans
6	8%	F Interpret/apply/disseminate laws, accreditation, licensure and certification mandates
7	7%	G Develop compliance programs
8	6%	H Monitor/apply OIG and GSA sanction list
9	4%	I Develop risk assessment surveys

**2004 Job Task Analysis Survey
Criticality Section**

Contracts and Negotiations

No Impact	Moderate	High	Extreme	Rank	
83	12	24	39	1	Negotiate with external auditors
115	13	5	15	2	Negotiate with payors
121	16	10	13	3	Review/write contracts

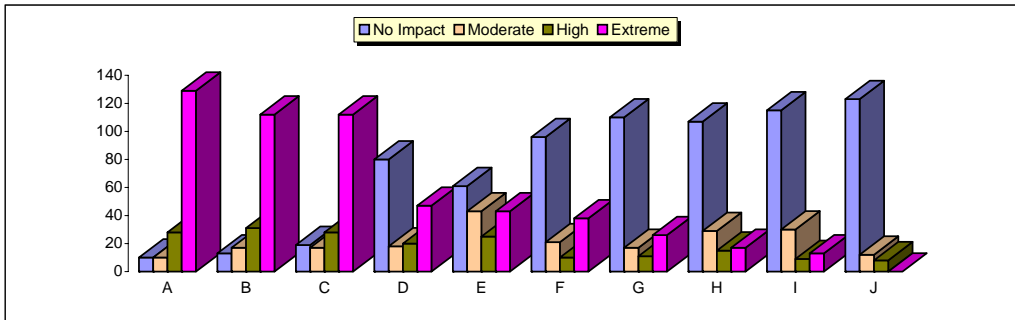
Denial and Appeals Management

No Impact	Moderate	High	Extreme	Rank	
91	25	13	18	1	Conduct adjustments and payments
105	20	17	17	2	Tracks and review denied claims
97	31	13	15	3	Participate in denial and appeal discussion and follow-ups
119	17	7	14	4	Write appeal letters
101	22	11	9	5	Recommend business process rules

Health Information Management (Medical Records)

No Impact	Moderate	High	Extreme	Rank	
110	19	20	21	1	Collect data for internal/external use
115	29	8	19	2	Maintain record storage and filing systems
112	19	19	18	3	Perform quan/qualitative analysis of health records
122	23	8	15	4	Abstract/collect records for dept.indices/databases/regs
121	20	14	13	5	Calculate and interpret healthcare statistics
133	15	9	12	6	Monitor and enforce JCAHO standards on HIM
128	20	12	9	7	Evaluate software and coding systems
145	15	2	7	8	Monitor credentialing programs

Informatics and Technology



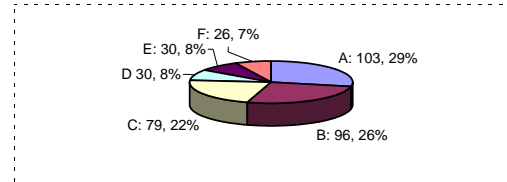
Rank	Legend
1	A Email
2	B Word processing tools (MS Word, Wordperfect etc.)
3	C Spreadsheets and databases (Excel, Access, etc.)
4	D Other commercial billing and auditing systems
5	E Graphics, flow chart, and presentation tools (Powerpoint and others)
6	F Homegrown systems
7	G Coding Systems (Ingenix, Quadramed etc.)
8	H Statistical applications (RATS etc.)
9	I Project Management tools (MS Project etc.)
10	J Antifraud software (STARS etc.)

**2004 Job Task Analysis Survey
Criticality Section**

Audit Skill

Interaction and Communication with

No Impact	Mod	High	Extreme	
11	22	34	103	A: Nurses and other clinicians
32	15	23	96	B: External auditors
20	22	49	79	C: Senior management team
63	41	32	30	D: Physicians
79	33	20	30	E: Regulatory auditors
89	29	18	26	F: Attorneys



Specific knowledge and skill set required

No Impact	Moderate	High	Extreme	% of "Extreme" responses	
12	14	32	112	17.2%	Clinical Judgement
9	10	33	111	17.1%	Problem Solving
22	23	28	96	14.8%	Nursing Process
46	25	35	60	9.2%	Negotiating
17	36	58	49	7.5%	Accounting/Finance
36	39	46	48	7.4%	HIM Principles
58	34	25	42	6.5%	Project Management
55	37	28	38	5.8%	Quantitative Analysis
66	36	31	35	5.4%	Research
40	45	41	33	5.1%	Statistics
90	32	17	17	2.6%	Proposal Writing
96	40	13	9	1.0%	Programming

Leadership and Managerial

No Impact	Moderate	High	Extreme	
55	26	37	49	Participate in internal/external work groups/committees
86	26	22	37	Develop strategic plans, goals and objectives for unit/dept assigned
83	21	33	36	Develop departmental policies and procedures
106	13	14	36	Hire/recommend/terminate staff
104	15	14	35	Conduct performance appraisals
81	21	36	33	Develop productivity, quality control, and process improvement measures
124	13	9	23	Prepare/submit budget
135	9	8	15	Supervise nursing or clinical staff
129	15	12	13	Supervise billers/patient accounting or claims personnel
140	12	6	8	Supervise coding, MT or HIM personnel

Medical Audit Environment

Application of laws, guidance, standards, guidelines and other accrediting bodies

No Impact	Moderate	High	Extreme	% of "Extreme" Responses	
14	10	28	106	14.2%	HIPAA
24	14	22	90	12.0%	State mandated laws
20	21	22	84	11.2%	National Audit Guidelines
33	18	23	84	11.2%	Medicare/Medicaid Policies
61	16	21	51	6.8%	National Coverage Issues
50	28	28	51	6.8%	JCAHO
73	13	18	47	6.3%	Medicare Integrity Program
58	25	18	46	6.1%	OIG Compliance Guidance
68	19	16	40	5.5%	Health Insurance reimbursement methodology
77	24	14	28	3.7%	OIG Compliance Program
86	26	11	21	3.0%	GAAP Principles
90	28	9	19	2.5%	UM/UR Guidelines (Interqual, Milliman)
101	17	12	15	2.0%	CIA Audit Rules
107	16	7	13	1.7%	GASP Principles
108	13	8	13	1.7%	NCQA/Hedis
97	25	10	13	1.7%	DHHS Audit Process
114	15	4	10	1.3%	Sarbanes-Oxley Act
110	16	6	9	1.2%	US Sentencing Rules
110	17	9	8	1.1%	AICPA standards