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Craneware Pharmacy ChargeLink®

Pharmacy ChargeLink is a powerful software solution that ensures pharmacy data is accurately represented in both the chargemaster and hospital pharmacy system so that hospitals receive optimal reimbursements for their pharmaceuticals.

CEO:	Keith Neilson	
Founded:	1999	
Employees:	230+	
Stock Symbol:	AIM: CRWL	
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Company Background

Founded in May 1999 by CEO Keith Neilson and CTO Gordon Craig, Craneware launched its first product in October 1999 after signing its first customer contract the previous month. By the end of 2000 more than 20 customers were signed, establishing the strong growth pattern that continues today. In September 2007, Craneware was listed on the AIM market of the London Stock Exchange.

Today, Craneware is headquartered in Edinburgh, Scotland, with U.S. offices in Georgia, Massachusetts, and Arizona. Employing over 200 staff, Craneware serves more than one-quarter of all registered U.S. hospitals and is respected as a healthcare business partner known to deliver value, quality, and outstanding customer service as evidenced by KLAS results*.

Product Overview

Pharmacy ChargeLink software audits data to provide analytics to integrate the various sources of information from the distributor or wholesaler, the pharmacy, clinical departments, and financial systems. Validating and auditing the relationship between the pharmacy and CDM gives hospitals the ability to accurately validate HCPCS codes with National Drug Codes (NDCs) in the formulary, correct the formulary NDC, units and costs, identify chargeable drugs in appropriate billable units of measure, ensure enforcement of policy pricing markups, ensure adequate margin and charge capture and identify regulatory compliance risks that may cause Recovery Audit Contractors (RAC), Office of Inspector General (OIG), and Health Resources and Services Administration (HRSA) audit issues.

*Chargemaster Toolkit® is ranked No.1 in the Revenue Cycle – Chargemaster Management market category for the tenth year in a row (2006 – 2015/2016). “2015/2016 Best in KLAS Awards: Software & Services” report, published January 2016. Data © 2016 KLAS Enterprises, LLC. All rights reserved. www.KLASresearch.com

Features & Options

■ Identify Potential Compliance Issues for Charge Capture Violations

“What you’ve bought vs. what you’ve sold.” Pharmacy ChargeLink breaks down purchases into billable units to compare to billed units for charge capture violations. This unique benefit identifies charge capture issues based on drug purchases and CDM charges.

■ Identify the Impact of Missing Reimbursable Drugs

The power of Pharmacy ChargeLink allows you to immediately see the bottom-line impact of reimbursable drugs that are missing coding.

■ Determine Correct Drug Multipliers

Providers are challenged to capture and manage the many multipliers in their organization to understand where they have exceptions. Pharmacy ChargeLink audits this information and provides the correct multiplier for accurate reimbursement along with the potential total dollar impact for corrective action.

Testimonial

“The revenue impact of using Pharmacy ChargeLink was nearly immediate. We discovered an increase of \$1.5 million in gross revenue per month during the first six months.”

— Kathy Huston, Charge Capture Coordinator
Hendrick Medical Center

Additional Product Lines

Craneware’s value cycle solutions span four product families:

- Patient Engagement
- Charge Capture & Pricing
- Coding Integrity
- Revenue Recovery & Retention

Trade Shows/Meetings Attended

- ASHP Summer
- ASHP Midyear
- HFMA ANI
- HFMA MAP
- Intalere Member Conference
- NAHAM