Urgent Care Practice: Improving Physician Productivity Through RevCDI



The urgent care practice is the largest urgent care and occupational therapy provider in the Southeast. With more than 50 locations, the urgent care practice employs more than 1,000 providers serving 2,000 employers regionally.

The practice recorded a response rate of more than 65% for prospective documentation opportunities and 7% wRVU gain per visit.

Challenge

- The organization's vendor was experiencing issues understanding changing regulations and physician documentation.
- The practice had challenges aligning coding operations with payer policies and guidelines which impacted coding compliance.
- The practice was on Cerner EHR and DocuTAP Practice Management and encountered challenges in communicating documentation feedback to physicians.
- The practice needed a business office suite that optimized the balance between adhering to compliance and generating accurate revenue

CodeIQ
Mid-Revenue Cycle Solutions

Increase speed, accuracy, and compliance by optimizing mid-revenue cycle workflows.

- Medical Records Coding
- Clinical Documentation Improvement
- Chart Audit and Education
- Charge Capture
- HCC Coding Review

Solution

The urgent care practice decided to leverage RevCDI, Omega Healthcare's CDI-led coding solution powered by AI to enhance compliance and improve reimbursements. For the practice, Omega Healthcare:

- Conducted CDI chart reviews focusing on clinical quality and leveraging best practices to provide prospective and retrospective physician feedback.
- Integrated RevCDI into Cerner EHR, enabling an end-to-end automated workflow to deliver actionable, near real-time CDI feedback within the EHR.
- Delivered physician-to-physician education and customized self- directed modules, tip sheets, webinars, and on-demand videos.
- Provided physician scorecards and delivered summary, group-level, comparative, and detailed insights to administrators and physician champions.
- Deployed an expert team that coded and cleared backlog of encounters accurately as per updated urgent care guidelines.

The Omega Digital Platform®

The Omega Digital Platform (ODP) is designed to help healthcare organizations streamline workflows and improve financial performance.

The ODP leverages advanced technologies such as predictive and generative AI, robotic automation, machine learning, and natural language processing.

"Payer complexity has only increased, causing an increased level of documentation and adherence to regulations. We didn't want our physicians to feel the burden, so we turned to RevCDI to provide an integrated workflow that helped provide timely feedback and improved overall compliance."

Practice Administrator

Outcomes

- Successfully navigated government compliance audits while improving reimbursement and wRVUs.
- 7% wRVU gain per visit compared to baseline for the urgent care practice for previous 6 months.
- 7% improvement in estimated revenue for previous 6 months, even with improved compliance.
- Physician response rate of over 65% for prospective documentation opportunities.

65%
Physician response rate to documentation opportunities

7%
wRVU Gain per visit

Want to learn more?
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ABOUT OMEGA HEALTHCARE
Founded in 2003, Omega Healthcare Management Services® (Omega Healthcare) empowers healthcare to thrive via intelligent solutions that optimize revenue cycle operations, administrative workflows, care coordination, and clinical research on a global scale. The company works with providers, payers, life science companies, medical device manufacturers, health technology firms, researchers, and industry partners to amplify teams with robust technology, specialty expertise, and operational support. Omega Healthcare serves 350+ healthcare organizations with 35,000 skilled workers in the United States, India, Colombia, and the Philippines. For more information, visit www.omegahms.com.

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