Improving Clinical Documentation and Revenue For A Medical Group



Regional One Health (ROH) and University of Tennessee Regional One Physicians (UTROP) lead the largest academic physician group in the mid-south. More than half of all Tennessee physicians receive training at ROH. Recognized as a top workplace in the region, the group sees some of the most complex and challenging patient cases.

Challenge

Clinical Documentation Improvement (CDI) initiatives at ROH/UTROP focused primarily on facility reimbursements. In contrast, professional fee medical coders did not have the resources or time to support physician engagement. They struggled to balance their time between coding and physician education. This led to difficult "opportunity cost" decisions for the leadership even as they wanted to focus on improving documentation and coding.

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

RevCDI is a point-of-care clinical documentation improvement solution that provides chart-specific, actionable feedback to physicians to increase revenues and improve compliance in both fee-for-service and value-based care settings.

By deploying RevCDI and providing ongoing coding services, ROH/UTROP decreased documentation deficiencies and increased revenues even while improving coding accuracy.

Omega Healthcare helped the provider group:

- Provide chart-specific and patient level feedback across all specialties
- Deliver pre-coding and retrospective alerts to accurately record patient encounters
- Provide insights into ways to improve compliance and clinical quality via comparative dashboards

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.

Outcomes

70% Physician response rate on 1,976 opportunities	**11%** wRVU Gain per E&M code
$1.83M Estimated revenue improvement	**2%** Documentation deficiencies identified

"With Omega Healthcare support, we were 3% above wRVU goal. We appreciate the feedback and help."

Kito Akin Lord MD, MBA; Medical Director, Emergency Medicine, ROH

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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