Home Health Agency Improves Coding Automation and Productivity with RPA

Summary

This home health services organization has provided coding, billing, regulatory, and education solutions to home-based care providers for over 30 years. The client combines specialized talent with tech-enabled administrative and financial solutions to help providers receive their full and fair reimbursement.

Challenge

- The client identified challenges within their current and mostly manual workflow processes.
- Inventory management was not optimized as it was manual and time-consuming.
- The manual input of coding charts would be delayed due to the coders' working hours.
- Report generation had a two-day delay and required a significant lift from the client's management information system.
- Thus, they were not able to identify trends and issues promptly.



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

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Solution

- Omega Healthcare implemented robotic process automation (RPA) and an automated coding workflow tool via the Omega Digital Platform.
- The BOTs helped streamline the inventory allocation process by automatically downloading charts and inventory and assigning them to ready coders.
- The configurable BOTs considered chart and coder criteria such as priority, schedule, and ad hoc requests.
- The inventory assignment time was improved as the BOTs ran 24/7, looking for available coders and seamlessly allocating charts as the coders logged in.
- Omega Healthcare's coding automation incorporated quality and rebuttal workflows.
- An interactive dashboard illustrated trends provided queue volume and process metrics, and automatically calculated accuracy.
- The dashboards and real-time reporting gave the client and Omega Healthcare simultaneous visibility on coder and supervisor performance. This was helpful for both management teams to see where the coder or quality challenges were and to adapt quickly.

Outcomes

- The client achieved 24/7 inventory availability and under 24 hours average turnaround time in chart allocation and coding.
- The real-time reporting improved productivity by 10% via predictive alerts and dynamic performance analytics.
- The client was able to automate the reporting of 40+ performance drivers for their 86 home health agency providers.
- The client could reduce the number of software license costs and logins due to the efficiency of the BOTs, eliminating 1% of the license cost.
- The automated reporting helped optimize the time supporting staff (MIS) spent on non-value-added activities.

10%
Productivity improvement

40+
Performance metrics automated

"Omega Healthcare can operate at scale and is willing to partner with us for long-term success. We appreciated the efficiencies gained from the Omega Digital Platform and the move to an automated coding environment."

Chief Operating Officer, Home Health Services Client

ABOUT OMEGA HEALTHCARE

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