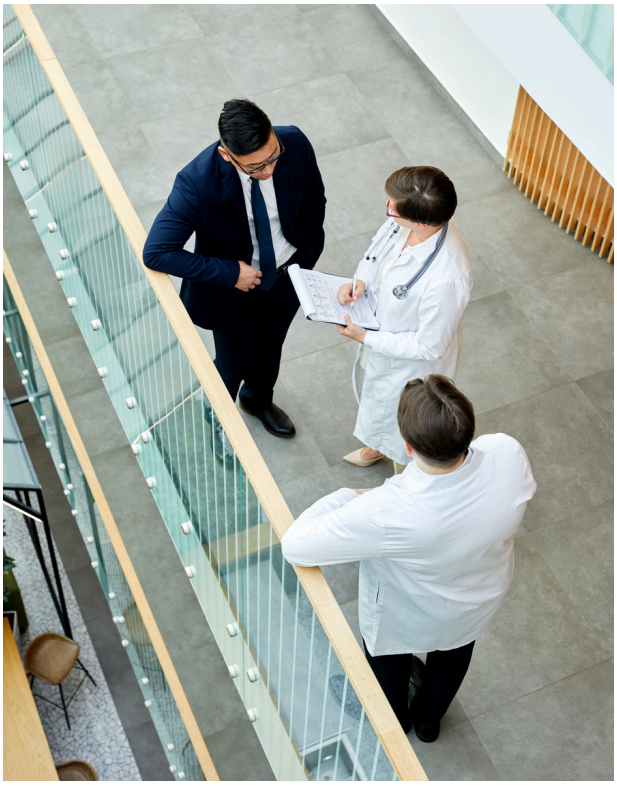
Medical Coding: Reduced DNFB by $3 Million

Summary

The system operates two critical access hospitals providing emergency and clinical care services in an expansive rural, recreational hot spot in the Western U.S. Omega Healthcare assumed medical coding services for its facility and practice coding, and helped create an internal function that's focused on provider training and collaboration.



Challenge

- The previous coding vendor rarely gave updates or feedback, had thousands of charts backlogged in queues, and relied on physicians to do their own coding.
- The small health system didn't have internal coding staff or set medical coding processes or procedures, and leverages an Epic Community instance from another hospital.
- As a critical access provider with seasonal peaks and valleys of resident and visitor activity, the system struggled with inconsistencies that impacted specialty physician service reimbursements, and wanted to improve their coding and billing quality overall.

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 health system leaned on Omega Healthcare for turnkey medical coding services and to build an effective coding process.

- Omega Healthcare provides a dedicated team of 13 coders leveraging clinical knowledge and expertise to handle profee, facility, and specialty provider coding.
- The Omega Healthcare coding manager proactively researches new services and conducts root-cause analysis, which helps to develop chargemaster codes and positively impact quality reports. The coding manager also provides support and guidance to the cancer center's in house coder.
- Excellent communication through training and ongoing clarification between coders and the client's healthcare staff has improved coding quality.
- As part of the managed service, expertise includes providing edits to the client's clearinghouse and to Epic, helps with accounts receivable and denials review, improving revenue integrity.
- The Omega Healthcare coding team conducts regular cross-training to help with coding accuracy and revenue capture across the facilities.

Outcomes

- Consistently achieve 99% coding accuracy rate.
- The system's discharge not final billed (DNFB) was reduced from $4 million to $1 million in just 18 months.
- Timely and accurate submissions eliminated a backlog of medical coding work.

99%	$3M
Coding accuracy	Reduction in DNFB

"With two hospitals and 18 urgent care facilities in our region, our health system wants to grow our positive reputation among residents and tourists. They often make a quick decision to trust us for their emergency and critical care. In the 18 months since outsourcing medical coding to Omega Healthcare, we've been able to reduce our coding backlog and our average A/R days, resulting in faster cash for our health system."

Health Information Management Administrator

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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