



Health System Outsources Coding to Gain Quality and Process Improvements

With nearly 500 primary and specialty care physicians from multiple facilities doing their own coding, this multi-state health system had issues with coding quality and backlogs. Through outsourcing, reassigning in-house coders, improving compliance, and focusing on standards for coding and education, Omega Healthcare set the health system on a path for excellent profee and facility coding.

The Client

A large, fully integrated health care delivery system in the Midwest that encompasses 15 hospitals, outpatient surgery and imaging centers, cancer centers, pharmacy services, laboratory and physician network, HMOs, as well as home health, infusion, and hospice providers.

Challenge

- Profee coding quality was well below industry standard--largely due to disconnected sites working without clear standards, limited training, and lack of review processes.
- The internal profee coders were not certified and didn't follow a standardized workflow; this resulted in coding backlogs and inconsistent quality.
- Due to staffing constraints, the health system struggled to answer physician questions, and issues from coding reviews were unresolved.
- On the facility side, the health system managed multiple coding vendors at various levels of quality. Fluctuating levels of patient discharges coupled with inadequate coding documentation and inefficient work queues caused increasing discharged/no final charges (DNFC).

"We appreciate Omega Healthcare's timely and transparent customer service. Whenever they identify a coding problem or see an issue, they offer solutions and ways to mitigate risk. We value our partnership and look forward to expanding our services further."

– Health Information Management Regional Director

Solution

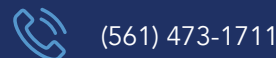
Initially, Omega Healthcare managed the health system's profee coding then began to assume facility coding responsibilities to help realize mid-revenue cycle efficiencies.

The Omega Healthcare solution:

- Eliminated coding backlogs and improved quality, leading to management of the majority of the system's profee coding and a growing share of facility coding.
- Redeployed in-house coders to Omega Healthcare and helped them become certified, further improving coding quality.
- Prioritized coder education and ongoing audits to ensure quality and coding consistency.
- Implemented a unified workflow that leverages Cerner to improve coding consistency, streamline operations, and improve performance.
- Provided expert guidance and seamless engagement with system leaders and providers.
- Moved some work to offshore coding teams to reduce costs.

Results

- ✓ The initial six-month evaluation showed significant improvement, raising profee coding quality to the industry standard of 95%.
- ✓ Achieved desired DNFC goals within days of assuming responsibility for facility coding, resulting in moving more inpatient coding work to Omega Healthcare from other vendors.
- ✓ Reduced facility coding accounts that were discharged/no final charges (DNFC) by \$50 million and improved A/R days by two.



ABOUT OMEGA HEALTHCARE

Omega Healthcare is a trusted partner that helps improve financial outcomes through technology and clinically enabled transformational solutions for healthcare and life sciences organizations. Omega Healthcare's flexible portfolio of platform-based services are tailored to the unique needs of its clients. Solutions encompass point solutions and fully managed services and help increase revenues, decrease costs, and improve the overall patient-provider-payer experience. For more information, visit omegahms.com.