

Health System Outsources Coding to Gain Quality and Process Improvements

Summary

A large, fully integrated health care delivery system in the Midwest 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.

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.



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).

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

Want to learn more?
connect@omegahms.com

Solution

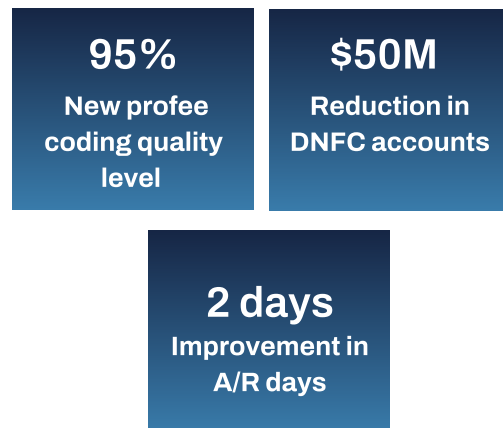
Initially, Omega Healthcare managed the health system's profee coding then began to assume facility coding responsibilities to help realize mid-revenue cycle efficiencies.

Omega Healthcare's solution helped:

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

Outcomes

- 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.



“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

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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