

## ICD-10 Coding Services for Nationwide Pathology Laboratory



### Customer Background

Infinx partnered with one of America’s largest anatomic pathology laboratory companies, whose team of over 150 licensed physicians and 1,200 medical and lab personnel provides essential diagnostic, prognostic, and therapeutic information services to local healthcare providers across the country. From 28 regional locations, the company serves a wide span of medical specialties, including family practitioners, dermatologists, OB/GYN, gastroenterologists, urologists, general surgeons, oncologists, and over 65 community-based hospital systems.

### Customer Challenges

At the outset of the migration to ICD-10 coding, the customer determined an outside contractor would be necessary to convert and refine their existing LIS library database, as well as provide continued coding services into the future to support the company’s projected growth.

After determining their existing internal resources were inadequate, due largely to a lack of ICD-10 training among their existing in-house team, the company experimented with several turnkey ICD-10 conversion tools, with limited success. They determined that the sheer volume of code conversions, which were much more detailed than ICD-9, would be best served by a partner who specialized in the intricacies of advanced pathology and diagnostic codes.



## Selection Criteria

The customer sought a coding partner to meet these specific needs:

The infographic consists of five icons arranged in a circle, each with a corresponding text label below it. The icons are: 1. A bar chart with a red arrow pointing up, representing coding expertise. 2. A magnifying glass over a bar chart, representing quantifiable productivity benchmarks. 3. A magnifying glass with a green checkmark above it, representing internal audit and quality control. 4. A stack of papers with a pie chart on top, representing robust reporting methodology and technology enablement. 5. A green plant with a gold coin on top, representing benchmark cost efficiency.

- Coding expertise with over 99% accuracy
- Quantifiable productivity benchmarks
- Internal audit and quality control
- Robust reporting methodology and technology enablement
- Benchmark cost efficiency

## Infinx Delivers

Lacking an overall game plan for the code conversion project, the client turned to Infinx for guidance, accepting a trial offer to re-code a portion of the company database. After a trial performance involving high speed and reliable accuracy, the client chose Infinx to convert their full database to over 10,000 precise ICD-10 codes.

This initial success convinced the customer that Infinx was the perfect choice for their continued ICD-10 coding needs.

## Continued Coding Success



Building upon the favorable results of this initial ICD-10 pilot project, this nationwide healthcare lab now relies upon Infinx's processes as the cornerstone of its coding operations, expanding our services into their surgical pathology and cytopathology specialties which includes:

- Day-to-day coding
- Coding denial management
- Regular coding audits
- Recommending continued documentation improvements

Infinx consistently meets SLA production levels while maintaining excellent quality standards, with accuracy rates regularly exceeding 99%.

**Can Infinx help you optimize your ICD-10 coding processes?**

Visit us at [www.infinx.com](http://www.infinx.com)  
or email [sales@infinx.com](mailto:sales@infinx.com)