

Streamlined ICD-10 Coding and Charge Entry Procedures for a Regional Multi-Specialty Hospital and Group Practice

History and Background

Enhanced Revenue Solutions (ERS) partnered with one of the Midwest's largest multi-specialty hospitals, and group practices (the Practice) that was experiencing significant revenue shortfalls brought about by unforeseen staffing challenges and a significant backlog in charge capture procedures. With a team of over 70 board-certified physicians and Advanced Practice Providers (APP) staffing 12 regional locations, the Practice found itself with a massive inventory of claims that needed to be coded, entered, and submitted for reimbursement. With timely filing concerns of paramount importance, the Practice enlisted ERS to implement a recovery plan.

The Overall Plan

Customer Challenges - Coding & Charge Capture

ERS performed an in-depth audit of the Practice's Revenue Cycle Management (RCM) procedures to determine where the breakdown was occurring and the proper course of action to implement a solution. The Practice had experienced the loss of several of their most knowledgeable coding specialists and had another on extended medical leave.

- This shortfall on coding expertise had resulted in a large buildup of **almost 18,000 claims needing to be coded and an additional backlog of over 500 patient visits with charges that had to be entered into the Practice's EPIC EHR/RCM system and processed within 24 hours for submission in time for month-end closing.** By bringing on ERS as a coding and billing partner with Cardiology experience, the Practice was hoping to engage a collaborator that would swiftly handle the bottleneck and then provide future RCM support as an ongoing team participant.

The Solution

Coding Solution

ERS deployed three highly experienced Cardiology coding specialists to assist the Practice in executing all necessary coding procedures and provided round the clock support to clear the entire inventory of unprocessed claims. With an ERS Client Service Manager heading up the team, codes were assigned, and

- documentation verified, leading to a **99% acceptance rate by the Practice's insurance payers and reducing claim denials substantially.**

Charge Capture Solution

- With skilled ERS EPIC-trained specialists, the entire **inventory of backlog of over 500 claims was readied and submitted within 12 hours.** Once systematized and distributed, ERS was able to maintain the workflow and continued to see improvement in charge capture and submission rate.

Benefits Recognized by the Practice

The Practice met and exceeded their desired productivity rate and the entire inventory of uncoded and unprocessed claims was expedited and electronically submitted to their respective third-party insurance payers for reimbursement. This seamless and organized effort lessened the chance of rejection or denial for timely filing or missing information while maintaining quality and adding directly to the Practice's bottom line.

Working with ERS, the Practice was able to:

- ▶ **Increase claims submission by 20% in the first two weeks** with continued increases experienced going forward to present.
- ▶ With ERS as an ongoing RCM partner, the Practice saved time and resources on hiring and training qualified coders with ready knowledge and experience on the EPIC system.



Coding expertise
with over
99% accuracy



Quantifiable
productivity
benchmarks



Internal audit
and quality control



Robust reporting
methodology and
technology enablement



Benchmark
cost efficiency

Customer Testimonial

“This was our first time to utilize outsourced billing/coding of any sort and we are VERY pleasantly surprised and happy. Way to go ERS!”

- Practice Executive

Contact us at marketing@enhancedrevenuesolutions.com to learn what we can do for your bottom line.

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