



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 provider 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

- Provider 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 provider 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.



connect@omegahms.com



(561) 473-1711

ABOUT OMEGA HEALTHCARE

Founded in 2003, Omega Healthcare Management Services™ (Omega Healthcare) empowers healthcare organizations to deliver exceptional care while enhancing financial performance. We help clients increase revenues, decrease costs, and improve the overall patient-provider-payer experience through our comprehensive portfolio of technology and clinically enabled solutions. Omega Healthcare has 30,000 employees across 14 delivery centers in the United States, India, Colombia, and the Philippines. **For more information, visit omegahms.com**

Proprietary and Confidential. No part of this document may be circulated, quoted, or reproduced for distribution without prior written approval from OMH-HealthEdge Holdings Inc. dba Omega Healthcare Management Services™. All Rights Reserved. © 2024