



# Outsourcing Expertise in HCC Coding Drives Increase in Accuracy and Productivity

This BCBS health plan on the East coast has more than 6 million members, represents an integrated delivery network, and is a Medicare Advantage participant.

## The Client

When one of America's largest Blue Cross Blue Shield insurers needed to improve risk adjustment coding productivity and accuracy, they began to look for a new outsourced partner who could help them achieve their goals. That search led to Omega Healthcare's HCC Risk Adjusted Coding Services.

## Challenges

The plan recently encountered takebacks by CMS in the past due to low quality risk adjustment coding. Due to the previous takebacks, the plan adopted a very conservative approach to coding and accuracy in order to avoid future audits yet had limited resources to meet an approaching regulatory deadline. The plan was out of coding capacity and initially sought assistance from Omega Healthcare with overreads and quality assurance.

*"Since we have outsourced retrospective HCC coding to Omega Healthcare, we've seen consistently solid outcomes with improved coding quality, speed, accuracy, and reduced costs. It was a no brainer for us to shift more work to Omega Healthcare."*

– VP of Revenue  
Program Management



## Solution

The relationship with the health plan continued to expand, and today they partner with Omega Healthcare to ensure their increasing demand for retrospective HCC coding and quality assurance standards are met. Omega Healthcare keeps pace with their business needs through:

- Deploying a dedicated and experienced offshore coding team, focused and trained on the health plan's business requirements
- Leveraging secure and compliant cloud-based automation that auto allocates inventory to coders and applies logic to avoid data input errors
- Automated, audit-based sampling gives real-time feedback and reporting capabilities, improving overall quality

## Results

- ✓ Annually reviews more than 700K charts requiring retrospective HCC coding.
- ✓ Reduced average handling time of chart reviews by 50%
- ✓ Initial cost savings was 30% of what the previous vendor charged
- ✓ Consistently achieves 98% coding accuracy with 100% compliance, 3 points above industry standard
- ✓ The additional 3 points of coding accuracy over industry standard (98% v. 95%) provided a premium to the health plan of close to \$10 million annually
- ✓ As the organization transitioned from managing an inhouse retrospective HCC coding team to outsourcing the function to Omega Healthcare, they were able to free up their internal teams to focus on prospective and concurrent review and quality initiatives, including analyzing all risk adjustment activities



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](https://omegahms.com)**

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