



Case Study

Pathology Billing Company Improves Coding Productivity by 40%

The Client

America's leading pathology billing service company has 25 years of experience offering laboratory management and billing services for clinical testing, clinical professional components, and anatomic pathology to large independent reference labs and single pathology practices across the United States.

Challenge

- The client depended on coding accuracy to achieve financial success.
- Charge entry and coding inventory were downloaded in batches for manual processing.
- The manual processes were error-prone and time-consuming, and the client was not achieving the levels of coding productivity or accuracy they desired.

Solution

- Omega Healthcare implemented a computer-assisted coding (CAC) engine via the Omega Digital Platform, which included process automation leveraging machine learning (ML), artificial intelligence (AI), and natural language processing (NLP) algorithms.
- The CAC engine generated flags and identified system edits to improve coding accuracy.
- Daily chart processing was automated, eliminating manual entry.
- AI/ML accurately predicted pathology-specific codes, speeding up coding productivity.
- Inventory automation auto-allocated charts based on coder skill sets.
- Real-time reporting and dashboards provided insights into trends and issues for speedy resolution.

Results

The client quickly realized the improvements made in coding accuracy and productivity. They worked with Omega Healthcare to implement a gain share pricing model to achieve mutually beneficial results, deepening the partnership between the two organizations.

- ✓ 99% coding accuracy and quality improvement
- ✓ 40% productivity improvement overall, due to improvements in average chart processing time, chart per hour processing time and coder production time.
- ✓ Out of the 42 fields identified for coding and charge entry, 80% were automated by the CAC engine
- ✓ <1% coding-related denials

"Our leadership team has been pleased with how Omega Healthcare's technology and services have improved our coding accuracy and productivity, especially given the complexity of pathology reports. Coding excellence is one of the key areas of cost savings for us, and Omega Healthcare helped us get there."

— Chief Executive Officer, Pathology Billing Client



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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**