Coding Performance Oversight – Primary Care

Client Profile

Size
40 Providers

Location
Dallas/Ft. Worth, TX

Specialty
Primary Care
Nephrology
Transplant Medicine
Cardiology
GI

Services Deployed

MSO & Practice Integration

Post-Audit Education

Revenue Cycle Management

Overview

Our Client consists of one high volume practice with four specialties. The Client is an active participant in government/commercial payer initiatives to deliver value-based care. They had not implemented a robust coding and clinical documentation program and recognized this as a key strategic area for performance improvement.

SCALE was engaged to build and manage the practice's coding and clinical documentation ongoing monitoring, provider training, and education program.

Execution

+ Together with with Scale RCM, we collaborate with our Client to determine the audit focus each quarter, i.e. particular types of claims or payer practice.

+ We audit each provider in the practice once a quarter.

+ We provided additional remediation for providers that fell below a certain performance threshold.

Results

+ SCALE provided strategies to assist our Client in providing clearer documentation & decrease confusion about DX addressed on each DOS.

+ We captured services that require specific documentation elements to be billable and mitigated the risk associated with documentation deficiencies.

+ We implemented a recurring, ongoing program for monitoring and improving performance.

+ Through our assessments, we provided ongoing training and education to all providers in the practice to facilitate best practice in coding documentation.

+ Across the provider team we identified a subset of providers with lower scores/room for improvement, and implemented/augmented reviews, training, and education for the subset.

Provider Audit Improvements

40% → **63%** → **100%**

First Audit   **Re-Audit**   **After Implementing Recommendations**

At re-audit, increased score due to incorrect documentation for audio-only telehealth. After implementing recommendations, achieved 100% score. Improved 23% then 37% over past quarter.

SCALE prides itself in developing customized solutions for its clients and helping physician groups grow and thrive in a challenging marketplace. Now, we are ready to help you. We look forward to sharing examples of how we have helped our clients and invite you to schedule a 1-on-1 complimentary consultation with us.

Contact Brooke Newton at bnewton@scale-healthcare.com or (845) 535-4498 to continue the conversation.

SCALE+
healthcare coding & clinical compliance