

# Medical Coding & Documentation Gap Assessment with Targeted Education

## Client Profile

### Location

Multiple locations across the US

### Specialty

Emergency Medicine  
Observation Care  
Inpatient Care

## Services Deployed



**Medical Coding & Documentation Performance Assessment**



**Medical Coding Program Assessment**



**Focused Education**

## Situation

SCALE's Client, who provides emergency medical and specialty hospital services with facilities in thirteen states., desired a thorough understanding of its current medical coding & documentation practices and how they compared to best practices and OIG requirements. The Client, who also oversees independent physician associations (IPAs) and managed service organizations (MSOs) that staff these facilities, wanted to provide education & training to coding staff to mitigate financial and compliance risks associated with recent findings. SCALE was engaged to perform a baseline gap assessment of current documentation and medical coding practices for facility and professional services claims.

## Execution Approach

- + **SCALE's Medical Coding Audit & Documentation Assessment** evaluated two distinct methods of assigning Evaluation & Management (E/M) CPTs: Professional (Physician) Fees and Facility Fees. The professional fee E/M claims assessment aimed to determine coding accuracy based upon analysis of medical documentation supporting providers' cognitive work.
- + **SCALE developed an Executive Report Card**, which identified the level of risk each finding represented, providing actionable results which were used to ensure the Client's compliance with documentation and coding best practices.
- + **SCALE's Coding & Documentation Assessment** identified staff coding patterns commonly associated with potential revenue loss and provided recommendations and strategies to limit revenue loss due to medical coding errors.
- + **SCALE's Coding Program Assessment** confirmed that the Client's coding practices align with payer and OIG standards and current best practices, providing reassurance to the Client.

## Key Results

### Medical Coding & Documentation Assessment

- + SCALE was able to provide the Client with a holistic picture of its current medical coding & documentation practices by including both professional service claims and facility services claims which are coded using different methodologies.
- + Identified a gap / opportunity in Client's Facility E/M Guidelines not being consistently applied
- + Executive Report Card developed to help break down the Client's risk-levels in order to give them better insight into their coding performance

### Focused Medical Coding Education

- + Coders were able to gain a deeper understanding of methodologies used to assess providers' cognitive based on the enhanced education given by the SCALE coding education team.
- + SCALE provided additional value-added education after determining gap in Facility / EM application (listed above)