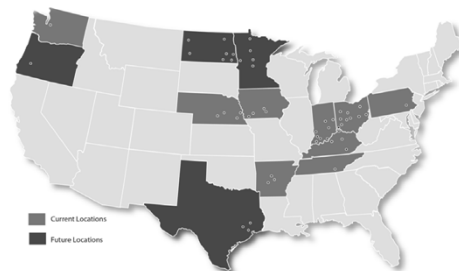


How to Implement and Manage the Change to Outsourced Coding

Judy Schuler, Chief Clinical Officer
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 Kim Kindred, Regional Director, Clinical Services
 Susie Oliver, Project Manager, Office Operations and Initiatives



CHI Health at Home



PROFILE	
Number of States	9
Number of Locations	70
Number of Associates	3,200
Number of Partnerships	12
Annual Patients Served	202,663
Annual Patient Encounters	1,461,850
Total Annual Revenue for FY2015	>\$250,000,000

STATE	LOCATION(S)	SERVICE(S)
AR	3	● ● ●
IA	9	● ● ● ● ● ● ● ● ●
IN	7	● ● ● ● ● ● ●
KY	12	● ● ● ● ● ● ● ● ● ● ● ●
NE	12	● ● ● ● ● ● ● ● ● ● ● ●
OH	22	● ●
PA	2	● ●
TN	2	● ●
WA	1	●

● Home Care ● Hospice ● Infusion ● HME ● Transportation

OBJECTIVES

- Analyze current state of coding
- Describe the various functions impacted by outsourcing coding
- Describe strategies for building a positive relationship with a coding partner

ANALYZE CURRENT STATE

- Coder Analysis
 - ✓ Volume
 - ✓ Staffing
 - ✓ Cost
 - ✓ ICD-10 Impact
 - ✓ ROI



ANALYZE CURRENT STATE

Coding Audit Results

50 Chart Sample

Review Date: April, 2015

49 of 50 records reviewed had omissions or errors at various levels.
(Per The Coding Clinic, the official reference source per CMS for ICD-9 CM Coding.)

Error Type	Total	Percentage
Incorrect Primary Diagnosis	17	34%
Pertinent Secondary Diagnoses	49	98%
Incorrect Codes Used	14	28%
Lacked Supporting Documentation	31	62%
Upcoding or Downcoding	30	60%

ANALYZE CURRENT STATE

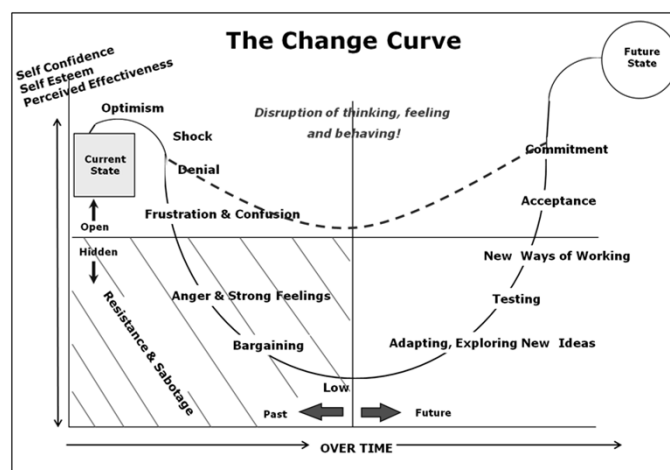
- Benefits of External Partner
 - ✓ Quality
 - ✓ Education
 - ✓ Metrics



CHANGE MANAGEMENT

- Structure
 - ✓ Timeline
 - ✓ Processes
- Leaders
- Education
 - ✓ Kickoff
 - ✓ Welcome calls
 - ✓ Ongoing
- Performance Measures

CHANGE MANAGEMENT



AREAS IMPACTED- FINANCIAL

- Financial Performance
 - ✓ Documentation/process
 - ✓ Increased monitoring
 - ✓ Month end close
- RIF/Reassignment

AREAS IMPACTED- IT

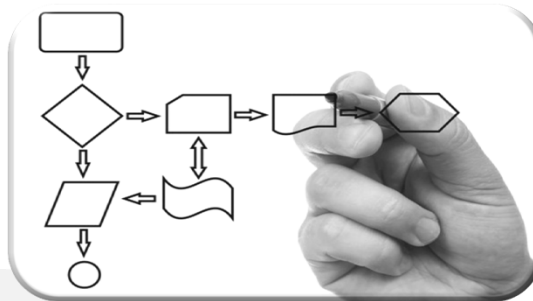
- Early involvement
- Scope
- Security requirements
- System access
- IT capabilities

AREAS IMPACTED- CLINICAL

- Documentation needs
- Process change
- Quality review
- Holidays/weekends

AREAS IMPACTED- OFFICE

- Process change
- Accountability
- Heightened visibility and focus



AREAS IMPACTED- DOCUMENTATION

- Accuracy
- Education
- Accountability
 - ✓ Corrections
 - ✓ Timeliness



STRATEGIES FOR BUILDING POSITIVE RELATIONSHIP WITH PARTNER

- Open Communication
- Collaborative Process Development
- Leadership Involvement



What questions do you have

