How to Implement and Manage the Change to Outsourced Coding

Judy Schuler, Chief Clinical Officer
Jackie Dukes, Vice President, Innovation and Efficiency
Kim Kindred, Regional Director, Clinical Services
Susie Oliver, Project Manager, Office Operations and Initiatives

CHI Health at Home

<table>
<thead>
<tr>
<th>PROFILE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of States</td>
</tr>
<tr>
<td>Number of Locations</td>
</tr>
<tr>
<td>Number of Associates</td>
</tr>
<tr>
<td>Number of Partnerships</td>
</tr>
<tr>
<td>Annual Patients Served</td>
</tr>
<tr>
<td>Annual Patient Encounters</td>
</tr>
<tr>
<td>Total Annual Revenue for FY2015</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STATE</th>
<th>LOCATION(S)</th>
<th>SERVICES(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AR</td>
<td>3</td>
<td><img src="#" alt="Home Care" /> <img src="#" alt="Infusion" /> <img src="#" alt="HME" /> <img src="#" alt="Transportation" /></td>
</tr>
<tr>
<td>IA</td>
<td>9</td>
<td><img src="#" alt="Home Care" /> <img src="#" alt="Infusion" /> <img src="#" alt="HME" /> <img src="#" alt="Transportation" /></td>
</tr>
<tr>
<td>IN</td>
<td>7</td>
<td><img src="#" alt="Home Care" /> <img src="#" alt="Infusion" /> <img src="#" alt="HME" /> <img src="#" alt="Transportation" /></td>
</tr>
<tr>
<td>KY</td>
<td>12</td>
<td><img src="#" alt="Home Care" /> <img src="#" alt="Infusion" /> <img src="#" alt="HME" /> <img src="#" alt="Transportation" /></td>
</tr>
<tr>
<td>NE</td>
<td>12</td>
<td><img src="#" alt="Home Care" /> <img src="#" alt="Infusion" /> <img src="#" alt="HME" /> <img src="#" alt="Transportation" /></td>
</tr>
<tr>
<td>NH</td>
<td>22</td>
<td><img src="#" alt="Home Care" /> <img src="#" alt="Infusion" /> <img src="#" alt="HME" /> <img src="#" alt="Transportation" /></td>
</tr>
<tr>
<td>PA</td>
<td>2</td>
<td><img src="#" alt="Home Care" /> <img src="#" alt="Infusion" /> <img src="#" alt="HME" /> <img src="#" alt="Transportation" /></td>
</tr>
<tr>
<td>TN</td>
<td>2</td>
<td><img src="#" alt="Home Care" /> <img src="#" alt="Infusion" /> <img src="#" alt="HME" /> <img src="#" alt="Transportation" /></td>
</tr>
<tr>
<td>WA</td>
<td>1</td>
<td><img src="#" alt="Home Care" /> <img src="#" alt="Infusion" /> <img src="#" alt="HME" /> <img src="#" alt="Transportation" /></td>
</tr>
</tbody>
</table>
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
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.)

<table>
<thead>
<tr>
<th>Error Type</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incorrect Primary Diagnosis</td>
<td>17</td>
<td>34%</td>
</tr>
<tr>
<td>Pertinent Secondary Diagnoses</td>
<td>49</td>
<td>98%</td>
</tr>
<tr>
<td>Incorrect Codes Used</td>
<td>14</td>
<td>28%</td>
</tr>
<tr>
<td>Lacked Supporting Documentation</td>
<td>31</td>
<td>62%</td>
</tr>
<tr>
<td>Upcoding or Downcoding</td>
<td>30</td>
<td>60%</td>
</tr>
</tbody>
</table>

ANALYZE CURRENT STATE

• Benefits of External Partner
  ✓ Quality
  ✓ Education
  ✓ Metrics
CHANGE MANAGEMENT

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