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E&M CodeRight®: A Case Study

Results Highlights

- Physician revenue is on target to increase more than \$1.5M this year.
- The ROI for the first year is expected to be 255% net of expenses with a two-year ROI of 611%

The Medical Group:

This is a multi-specialty medical group located on the East Coast. The group is owned by and affiliated with a successful nonprofit health system consisting of three hospitals and serving an area of ~70,000 people.

The Medical Group's Challenge

The struggle to improve financial performance in an environment where CMS and commercial fee revenues are flat or increasing 0.5% each year and overhead inflation is about 3.5% per year led this group's leadership to seek any proven, meaningful revenue enhancement opportunity.

In addition, the new physician CEO found that, subsequent to the prior conversion to an EHR, some physicians had begun to stint on their EHR documentation. This could present medical-legal and audit risks to the organization. Prior efforts to address the problems, through non-physician internal audits and instruction, had not been successful. In fact, the group's physicians complained that they were getting different answers from different sources thus increasing confusion.

The group's leadership wanted to be assured that documentation was improved to a consistent standard and that any available, appropriate revenue was recognized.

E&M CodeRight's Initial Evaluation:

For the initial assessment, the medical group provided an electronic file easily downloaded from their Practice Management system. The data consisted of visit count per code per physician over the prior year. E&M CodeRight's free analysis revealed:

- That percentage of 99214 codes varied widely among the primary care doctors.

- The scatterplot was very scattered, and it was quickly obvious that the physicians could not possibly be following the same processes for documentation and coding.
- Estimated improvement in revenue could comfortably exceed \$14,000 per physician.

Identifying the potential revenue improvement, along with the group's knowledge that documentation in the EHR was scant, the group's leadership decided to engage in E&M CodeRight.

The E&M CodeRight Experience

The CodeRight team was asked initially to train approximately 100 physicians, focusing on primary care, Ob/Gyn and hospitalists.

- After working closely with the group's internal coding and compliance team to assure that all parties agreed about the E&M coding rules, CodeRight sent a physician trainer onsite who met with all 100 doctors in twenty-five groups of four. There were three meetings per group spread over sixty days, about thirty days apart.
- In the first session, the CodeRight physician trainer explained documentation and coding from a physician perspective, in alignment with CMS guidelines. All examples were based on the physician's knowledge and experience.
- In subsequent visits the CodeRight physician trainer reviewed the actual charts with the doctors in each group to understand how they were applying the documentation and coding instruction.

Our Results

The actual results of the program fulfilled E&M CodeRight's original predictions including:

- An average annual improvement in revenue (not charges) in excess of \$14,400 per physician per year without taking into account the higher commercial rates (i.e., if all visits were paid at Medicare rates)
- Physician revenue is on target to increase more than \$1.5M this year
- The ROI for the first year is expected to be 255% net of expenses with a two-year ROI of 611%
- The "payback" period (i.e. amount of time to cover all program costs) is 3.4 months

Most importantly, the physicians were very satisfied, with many expressing they wish they could have implemented this years ago. At the same time, management reported that the internal coders now had a better working relationship with the physicians.

Unlock Revenue while Reducing Audit Risk

E&M CodeRight has been implemented with over 150 medical groups, with more than 10,000 physicians. This physician designed and led protocol provides personalized instruction in refining coding skills to ensure every patient visit is fully and accurately documented, resulting in maximized reimbursement for the practice

E&M CodeRight® is a product of MediSync.

MediSync's solutions have delivered positive change to our leading medical practice partners since 1996. We make sense of the changes in healthcare and develop a path to ensure your future success. Let us help guide you.



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25 Merchant Street, Suite 220, Cincinnati, OH 45246-3740 - 844-801-1761; info@medisync.com ;
amga.medisync.com