

Children's Hospital & Medical Center (Omaha) Increases ED Net Revenue by \$1.25 million per year

Clinical Coding Solutions (CCS) helps hospital increase revenue and improve compliance

CHMC CASE STUDY:

CHCA Owner Hospitals have the opportunity to improve charge coding and revenue capture by utilizing Clinical Coding Solutions' methodology and algorithm for coding pediatric claims. Concerned its facility E/M level of services distribution did not accurately reflect ED resources, Children's Hospital & Medical Center (Omaha) agreed to an assessment of their charging and coding process to determine if potential charges were being missed or incorrectly captured.

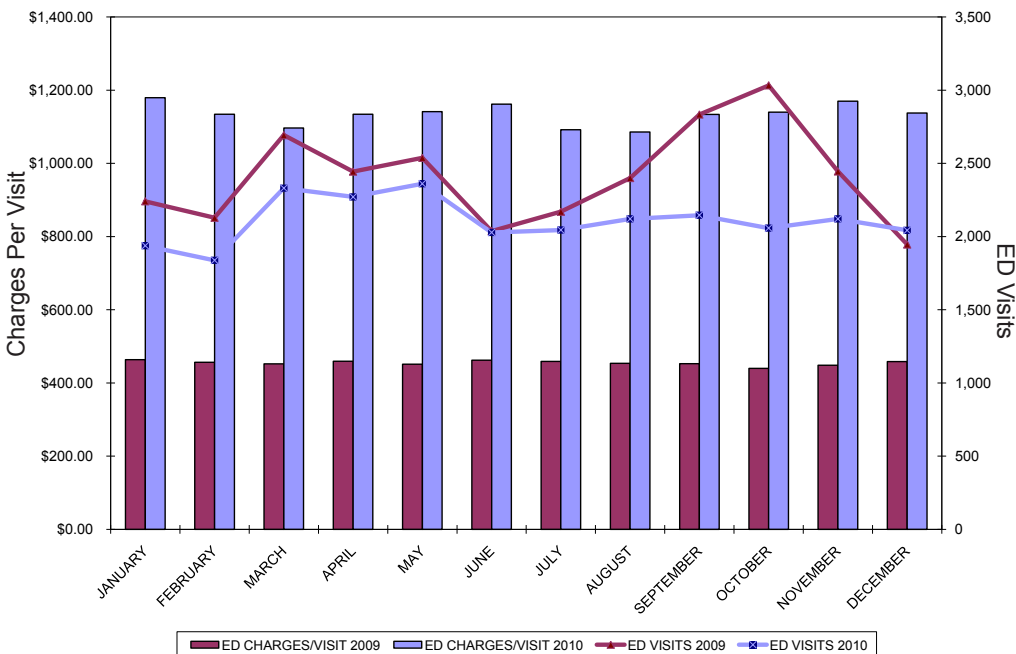
PROCESS:

The assessment of Children's Hospital & Medical Center (Omaha) included a comprehensive review of 75 emergency department patient charts and itemized bills. The analysis identified opportunities to potentially increase revenue by implementing a facility E/M tool to accurately reflect resources expended and capture missed charges, specifically involving injections and infusions.

RESULTS:

CHMC's assessment identified an estimated increase in net revenue of \$1.06 million and achieved \$1.25 million. Children's was also able to implement CCS coding analysis to achieve increased compliance and documentation of care. For example, CCS assisted the Hospital by identifying undocumented infusion start and stop times and x-rays in which there was a failure to note which specific extremity was involved.

Children's Hospital & Medical Center (Omaha) increased ED revenue per visit significantly from 2009 to 2010 (nearly 35% in some months) using CCS.



Owner Value
Shared Services



"A well documented, thorough project plan helped guide us through a successful implementation. A key component to the successful implementation was the communication between the two organizations. Established weekly project calls and ad-hoc discussions helped identify and resolve any operational workflow issues as well as technical questions. The whole process could not have gone much better."

- David Mier, Former Vice President, Revenue Cycle, Children's Hospital & Medical Center, Omaha

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OPPORTUNITY:

Clinical Coding Solutions' methodology and algorithm for coding pediatric claims, helps participating hospitals perform more accurate and thorough coding of Emergency Department claims, Observation and Urgent Care claims coding services are available now as well. CHCA Owner Hospitals can receive a free onsite assessment, providing a complete and useful analysis of additional revenue opportunities. Two options are offered for participation in CCS services — outsourcing of claims coding or use of the proprietary tools by in-house staff. Participating hospitals pay CCS by number of claims, not by percent of revenue. CHCA Owner Hospitals who choose to participate through CHCA benefit from a pricing advantage and from administrative fees ultimately being returned as patronage dividends.

“During the assessment review, CCS found several areas of concern related to over and under charging. The primary reason behind this compliance concern was the charging of procedures without the proper documentation or incorrect infusion and injection charging. Through the use of certified coders, focused account management and several CCS documentation deficiency reports, the compliance concerns have been addressed.”

Steve Hendrix, Clinical Coding Solutions



Increase Revenue with Accurate Charge Coding and Capture

- Five CHCA Owner Hospitals are currently utilizing CCS services for ED claims; several others have participated in an assessment or are considering the service.
- Hospitals pay CCS based on number of claims, not percent of revenue.
- Complimentary, onsite assessment provides a meaningful summary analysis of revenue opportunities.
- Options for participation: outsourcing claims coding or use of CCS proprietary tool by in-house staff.
- Contracting with CCS through CHCA offers hospitals a pricing advantage and return of administrative fees through patronage dividends.
- CCS now offers Observation and Urgent Care claims coding.

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