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Reduce Costs & ICD-10 Revenue Impacts with Targeted Training & Predictive Analytics

Regional medical center seeks to protect its cash flow by increasing ICD-10 physician adoption with targeted physician-to- physician training.

Background

The Department of Health and Human Services

(HHS) final ruling states that health care providers and other entities using ICD-9 diagnosis and procedure codes must convert from using ICD-9 to ICD-10 on October 1, 2014.

While there are potential benefits of the ICD-10 implementation, achieving them will require organizational leaders to make key decisions on capital investments and operating budgets to appropriately minimize the financial and operational risks associated with this transition. The potential impacts of the ICD-10 transition include multiple system upgrades and testing cycles, increased human capital needs and significant training. The areas that are most vulnerable to be impacted are the revenue and reimbursement streams because of the potential risk from increased claim denials, delayed payment, lost or reduced reimbursements and adverse impacts to cash flow.

The challenge

With only 14 months remaining until the ICD-10 compliance effective date, a leading regional hospital had real concerns about how the transition to ICD-10 would impact their bottom line. They needed insight that could quickly help their organization identify specific testing and training opportunities on which its staff should focus to reduce potential revenue cycle impacts to its two hospitals, home health agency and nine outreach clinics.

The executive leadership of the hospital decided that the organization should leverage the business intelligence and predictive analytics found in its claim data to help protect its revenue rather than relying on intuition to mitigate the organization's risk exposure.

How we helped

The client engaged Integritas Solutions to help the organization identify its high risks patient encounters to focus the staff on under ICD-10 because of increased documentation requirements and or potential DRG shifts that could affect reimbursements and cash flow. Integritas Solutions began the engagement by mapping 12 months of historical claim data to ICD-10 using its Data Analytics Platform (DAP). The various combinations of ICD-10 claim data was grouped and the resulting payments were compared to the original DRG payment for the ICD-9 claim to determine the positive and negative revenue impacts. The ICD-10 data was sorted by high volume procedures/conditions and organized by individual physicians and payers. This information was used to determine the medical records for documentation review and it also helped identify specific coding events that could be problematic.

Chart note evaluations were performed on the high risk ICD-10 claims to identify documentation deficiencies. This data used to deliver targeted training for each physician by specialty to produce an audit proof medical record and avoid denied or unbillable claims which was taught by our physician.

In addition, the training needs for billing and coding staff were evaluated to address specific issues with coding, documentation, medical necessity, and reimbursements for ICD-10 by specialty. On-going support and coaching will be provided to discuss common coding conditions, coding rules and concepts not clearly understood throughout the transition. Lastly, the business intelligence gained from the engagement helped identify the highest priority clinical scenarios that needed to be tested and validated internally as well as end to end with trading partners.

Solution and impact for the client

Integritas Solutions provided the following for the client:

- $116,034 in estimated increases in annual revenue discovered in inpatient documentation opportunities under ICD-10

- Increased physician adoption by 50% which will yield a $178,599 positive net impact on cash flow

- A testing strategy to validate successful mitigation of high risk ICD-10 factors

About Integritas Solutions ICD-10 Practice

Integritas Solutions helps healthcare providers reduce the impact of the ICD-10 transition on their revenue cycle performance by improving physician adoption and clinical workflow effectiveness. We provide ICD-10 readiness services that include readiness assessment, stakeholder engagement and communications, data analytics, targeted Physician-to-Physician education, Testing Services and performance management solutions to measure KPI's beyond the transition.

For more information about our national practice, please call (888) 272-2614, send an email to info@integritassolutions.net or visit our web site at http://integritassolutions.net. You can also view our latest webinar "ICD-10: Five Challenges to Physician Adoption at http://integritassolutions.sites.hubspot.com/icd10-training