

## Emergency Room Coding Solutions

Medical coding is the process of assigning diagnostic and procedural codes to represent patient conditions and care. The accuracy and completeness of coding data is essential for proper physician reimbursement and quality patient treatment. It is the most important and complex aspect of the healthcare billing process.

Aviacode provides coding services to all types of hospital facilities, physician groups and billing companies. Coding services are delivered by receiving and securely storing copies of patient encounter documentation in our HIPAA compliant, web-based application (ProCoder™).

Documents are allocated to experienced, certified coders working in specialty-specific groups. Coding results are validated with the Coding Analyzer & Rules Engine (CARE™) and are reviewed by the quality assurance department at Aviacode. Completed coding is returned via real-time web reports or electronic interface into our customer's billing system. Coding is complete and ready for billing within 48-hours.

The outsourcing of medical coding services is a significant trend in healthcare and is expected to continue to grow. Aviacode is the leader in providing these services, making us...

**Committed to Coding. Committed to You.™**

## Case Study

### Emergency Physicians Group – Salt Lake City, UT

#### Background

Utah's busiest ED is found at St. Mark's Hospital. EPG employed an off-site coder who would pick up paper reports weekly and return them coded two to three weeks later. Once the reports were returned, the billing department scanned them and key entered the charge data, a monthly expense of about \$5,000. The group experienced poor coding quality which resulted in a high percentage of denials. Attempts to uncover the problem resulted in the coder blaming physicians for poor documentation and the physicians scrambling without direction to make improvements. They never could qualify why they had such a large variance in average reimbursement between physicians.

EPG was frustrated with their unusually long billing cycle and unmanageable processes. Their concern peaked when their coder's car was stolen with over 200 original medical records inside which were later found dumped in a public place.

#### Solution

After evaluating many different vendors, Aviacode was chosen because of their ability to implement technology, shorten the billing cycle and improve revenue. Within two weeks an interface with T-SystemEV™ was completed to securely transmit ED reports into Aviacode's systems. Aviacode quickly engaged coders and within one week the billing cycle was shortened from 23 days to less than three days and produced immediate cash flow in excess of \$375,000. Aviacode immediately identified and suggested methods for improving documentation. This, along with the expertise of the Aviacode coding staff has led to a lasting billable and collectable revenue increase of 18%.

Standard HL7 and custom PDF interfaces were implemented to transfer coding results and patient documentation into their billing system. The coder, charge entry and scanning staff were eliminated entirely. EPG realized cost reductions of \$75,000 annually.

EPG's Director, Brian Shiozawa, and the billing department valued total benefits at \$1.65MM the first year from using Aviacode.