

An upstream solution for a downstream issue: Organizations share results

Overcoming challenges to achieve coding success

From edit fatigue to time consuming rework, coders are faced with many challenges to ensure accurate coding is reflected in the coding session. Solventum™ 360 Encompass™ Audit Expert System – Inpatient Prebill Review is a comprehensive custom edit and review solution that manages potential coding errors and edit-driven reviews at the point of coding, using the existing Solventum™ 360 Encompass™ System coding workflow. This intuitive workflow addresses challenges often associated with complex coding sessions.

The challenge



Edit fatigue

Coders are presented with many edits as part of their coding session. Too many edits and an abundance of information may de-sensitize the coder to the information presented.



Time for reviews

Second level reviews provide additional accuracy checks, but the review may add more time as the coding record is placed on hold for review, feedback and/or possible rework.



Rework

Coding errors identified at the end of the session require additional time to review for submission or rework for a second coding touch. This can lead to additional time for the record to be placed on hold.

The solution

Focus on the edits important to your organization. Make them custom and actionable, ensuring high risk codes are addressed.

Edit-driven second level reviews allow an additional review within Solventum 360 Encompass worklists. The intuitive workflow allows reviewers to make changes and communicate these recommendations back to the coder, all within Solventum 360 Encompass.

Custom actionable edits specifically address the healthcare organization's high risk codes at the point of coding, meaning a one touch process for coding accuracy.

The initial impact of addressing specific needs: The unique focus of three organizations



Customer #1:

Incorporating edits for improved coding accuracy

Location:

Northwest region

Type of organization:

Not-for-profit, community-based hospital system

Organization goals:

- Integrate edits at the point of coding to reduce coding errors
- Replace process that creates additional time and review at the end of the coding session

Initial impact:

- Integrated custom actionable edits within the coding workflow to drive coding accuracy based on systematic review of need, revenue impact and quality initiatives
- Reduced edit fatigue by pinpointing edits for coder focus
- Increased efficiency and accuracy of targeted quality scores

Results with Solventum Inpatient Prebill Review:



Decreased accounts on hold;
improved accounts receivable
(AR) days



Improved coding accuracy by
2% within the first month



Improved clean claims by 3%
within three months



Discontinued additional processes
that created redundant back-end
coding accuracy process that
required additional coding review



Customer #2:

Increasing second level chart review efficiency

Location:

Midwest region

Type of organization:

Community-owned health system

Organization goals:

- Increase mortality reviews to meet existing organizational quality initiatives
- Transition retrospective reviews to the front-end review process to ensure higher coding accuracy
- Integrate custom edits at the point of coding to reduce coding errors

Initial impact:

- Reduced time required for second level chart review
- Increased coverage of reviews using the same staff resources
- Identified potential financial impact (under-coding and over-coding errors) through the enhanced review process

Results with Solventum Inpatient Prebill Review:



Streamlined process within the existing workflow; increased number of charts reviewed by more than 50%



Financial impact of \$62,000 identified in under-coding related errors and \$260,000 identified in over-coding related errors coding accuracy process that required additional coding review



Customer #3:

Transition retrospective reviews to front end review process

Location:

Western region

Type of organization:

Academic center

Organization goals:

- Increase mortality reviews to meet existing organizational quality initiatives
- Transition retrospective reviews to the front-end review process to ensure higher coding accuracy
- Integrate custom edits at the point of coding to reduce coding errors

Initial impact:

- Transitioned current retrospective reviews to a prebill review process, creating a new best practice for additional efficiency
- Created custom edits based on findings from an external vendor audit, reducing the need for additional audits
- Created targeted quality scores to ensure accuracy of internal initiatives

Results with Solventum Inpatient Prebill Review:



Diagnosis related group (DRG) accuracy improvement of nearly 6% with the new process



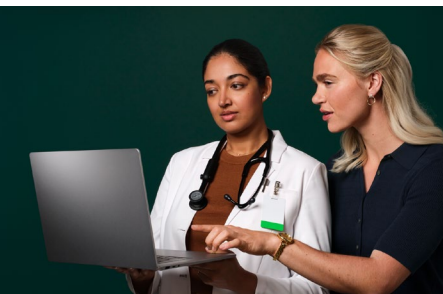
Specific DRG reviews identified under-coding related errors of \$525,000 and over-coding errors of \$233,000 over two-year period



Retrospective reviews transitioned to prebill process with no additional resource requirements process that required additional coding review

Conclusion

There is not a one size fits all approach when using Solventum Inpatient Prebill Review. This solution is designed to address your organization's specific coding issues by providing actionable edits at the point of coding and edit-driven reviews within Solventum 360 Encompass. This technology delivers upstream coding accuracy and a streamlined review process that helps coders navigate complex coding sessions.



Contact Solventum today

For more information on how our software and services can assist your organization, contact your Solventum sales representative, call us at 800-367-2447, or visit us online at [Solventum.com](https://www.solventum.com).



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