Presented Challenges

A large tri-state health system was outsourcing their evaluation and management (E&M) coding to a healthcare vendor who claimed to improve their client's revenue cycle and patient experience. In the past, the health system found that variations in the E&M guidelines, documentation issues, and communication discrepancies led to delays in coding and E&M services being over-coded or under-coded. They were evaluating their current outsourced model versus training their in-house coders and asked Alpha II to audit of a sample of the claims using our E&M Generate solution to see if we could deliver more accurate coding, resulting in a lower audit risk and increased revenue.

How We Helped

Alpha II performed a validation audit of the claims using our E&M Generate solution. Our solution ranks the acuity and severity of each diagnosis code compared to E&M service levels. Using this proprietary method for E&M medical necessity verification, we can determine if E&M codes are potentially under-coded or over-coded and flag them for further evaluation. During this audit, we identified multiple errors that could have been prevented if the coders had used our E&M Generate solution.

Audit Results

73% of records had recommended changes

29% of records were under-coded by two levels

3% of records were over-coded, which is a potential compliance liability

39% of records would qualify for level 99215 coding which most organizations rarely code for the audit risk potential

Overall, these findings demonstrate the potential compliance liability and revenue improvement opportunities. Alpha II's E&M Generate provides results reports for audit-defensible documentation.

> " *E&M Generate has increased my E&M codes by one level on average – all with the confidence that the E&M code is accurate and able to stand up to an audit. With my volume, this made a significant impact to my revenue.* "
>
> – **David Krasner**
> D.O., FAAFP