

Not-for-profit integrated health delivery system saves more than \$400,000 annually with outsourced coding



Snapshot of the integrated health delivery system

More than a century ago, this integrated health delivery system located on the West Coast began as a community of independent health care providers. Today, this not-for-profit network supports its local communities by reinvesting resources back into the community and providing high quality, affordable care in one of the most diverse regions of the U.S.

Solventum technologies and services:

- [Solventum™ CodeAssist™ System](#)
- [Solventum™ CodeComplete™ Services](#)

The challenge

In early 2014, the integrated health delivery system acquired a radiological association, which provides radiation oncology and diagnostic imaging services. Nearly 800 employees, including the 60 doctors who owned the radiology business, joined the staff of about 650 doctors at the health system. The expanded team of clinicians enabled a comprehensive range of services to better serve patients.



Major increase in patient volume leads to coding challenge

An expanded team of clinicians enabled a comprehensive range of services to better serve patients but the sudden increase in patient volume left the organization with a major coding capacity challenge.

650health
system's
doctors**+****60**newly
acquired
doctors

Before the acquisition, the health system owned and operated five imaging centers, after the acquisition that number grew almost overnight to 40 imaging centers, six radiation oncology centers and one interventional radiology center.

The regional director of imaging services for the health system only had one medical coder on the team prior to the acquisition. This coder was now responsible for coding every patient encounter across the new imaging and radiology centers in addition to maintaining previous responsibilities. Meeting these demands while maintaining compliance was an overwhelming challenge to solve. With limited time, the health system knew it would need a scalable solution that empowered team flexibility, growth and coding compliance.

After the acquisition, the health system had:



The solution

After reviewing multiple outsourced coding solutions, the health system selected Solventum CodeAssist and Solventum CodeComplete. This flexible solution allowed the health system to meet the overnight growth without requiring a full onsite team or dealing with the pressure to hire, train and manage an entirely new team of coders in such a short time frame.

After several years of success with Solventum, a medical coder at the organization said, “The Solventum CodeComplete team has been a great support. With the increase in volume we would not have been able to meet production. It wasn’t until we partnered with Solventum that we had the flexibility to scale and help in other areas like edits and billing denials.”

With Solventum CodeComplete, the health system has the option to include additional services such as assigning quality measures, auditing, custom reporting and provider documentation feedback.

“The reports have enhanced our visibility and accelerated team performance” said a medical coder at the organization, “We’ve been able to utilize many of the reports to set targets for the team and for auditing purposes.”



Solventum benefits

Solventum CodeComplete provides a full service, outsourced coding solution comprised of a talented team of certified coders who perform medical coding for professional fee services across all specialties.

With Solventum CodeComplete, health care organizations can have, on average, a 48-72 hour turnaround time for coding records, based on client workflow. In addition to improved coder productivity, clients also typically save through reductions in turnaround time, denials and days in A/R.

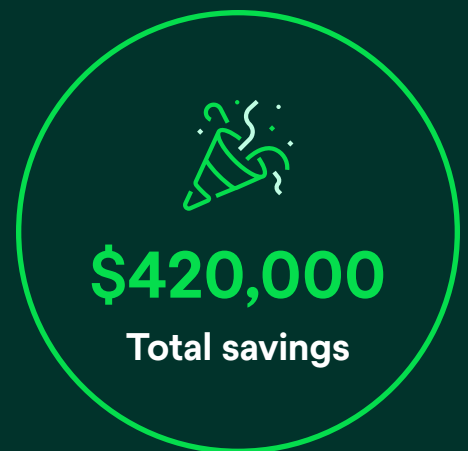
The results

With Solventum, the health system has maintained coding compliance and productivity, resulting in an improved bottom line. To achieve these outcomes, the Solventum CodeComplete team adheres to a coding compliant workflow and leverages Solventum natural language processing (NLP) technology in Solventum CodeAssist to support physician documentation review and medical code assignment. NLP is more consistent in its identification of medical facts than human coders and can also help medical coders provide more consistent coding results.

A recent ROI analysis at the health system in 2019 revealed more than \$163,000 in saved costs from notes coded by the Solventum CodeComplete team versus having full time employees at the health system to perform the coding. With Solventum CodeComplete the health system only pays per note when the work is done.

Additionally, the health system saved more than \$257,000 with notes that went direct to bill—no human contact—with Solventum CodeAssist versus having full time employees at the health system to perform the coding.

The total savings from Solventum, resulted in more than \$420,000 in 2019. The analysis also discovered that the health system could potentially save an additional \$157,000 by moving all radiology and surgery notes to Solventum CodeComplete coders.



Beyond the results

Aside from improving productivity and the bottom line, Solventum empowered the health system to easily scale down the Solventum CodeComplete team when patient volumes dropped in March 2020, during the COVID-19 global pandemic. This flexibility enabled the health system to avoid furloughing staff and allowed leadership to confidently scale back up when patient volumes returned to previous levels. In an era of uncertainty, flexible staffing can help future proof teams and protect the bottom line.

Why Solventum?



Avoid staffing shortages, turnover and backlog



Access Solventum's up-to-date coding resources



Maintain HIPAA compliance



Receive dedicated account management and customer support



Reduce coding staff management and training



Leverage coders that have completed Solventum training and development



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).

As with any case study, results, outcomes and/or financial improvements should not be interpreted as a guarantee or warranty of similar results. Individual results may vary depending on a facility's circumstances.



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