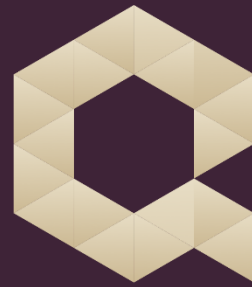


**QUALCODE
CLIENT
CASE STUDY**



QUALCODE





QUALCODE

Setting a new standard in Revenue Cycle Management

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Why QualCode

- 24-hour coding turnaround time
- 95% coding accuracy rate
- Access to seasoned coders with more than five years of experience
- Assistance with clinical documentation improvement and appeals
- Commitment to revenue integrity and coding compliance

About QualCode, Inc.

As our name suggests, *Quality* is in our DNA. It’s also what drives everything we do at QualCode. Our seasoned staff make quality and revenue integrity a priority regardless of whether we’re helping clients streamline billing, eliminate coding backlogs, reduce unpaid claims, or decrease Recovery Audit Contractor (RAC) and other third-party denials. When you need superior medical coders, auditors, or consultants, QualCode is your partner, making sure you get paid for every claim you submit and retain every dollar you earn. To learn more, visit <https://www.qualcodeinc.com/>.



QUALCODE

Setting a new standard in Revenue Cycle Management

Case Study #1: Community-based teaching hospital with limited coding resources maintains 95% coding accuracy, easily responds to volume fluctuations with the help of QualCode, Inc.

About the hospital

- **Location:** Northeast United States
- **Bed count:** 240+
- **Annual discharges:** 6,000

Challenges

- Inability to balance coding quality with volume
- Potential for coder burnout and costly turnover
- Rising DNFB due to limited internal coding resources

Results

- Alleviated coder stress, enhanced retention by leveraging a flexible outsource coding partnership
- Consistently managed DNFB by engaging external coding support when needed
- Enhanced revenue integrity by partnering with a compliance-focused coding vendor

“What I like about QualCode is that they're easily accessible. If we have a backlog, I can call them and say, 'I need to have these charts coded as soon as possible,' and the team will instantly work on it.”

HIM director, Northeast U.S.



Funding additional medical coding positions at one community-based teaching hospital didn't make financial sense to executive leaders. They couldn't justify a competitive salary and benefits package based on existing average patient volumes. However, the hospital's HIM director knew her two inpatient coders couldn't continue to handle surges in volume while also ensuring coding accuracy. She wanted to mitigate the risk of burnout so she could retain valuable employees. To do that, she needed the help of a trusted outsource partner that could provide flexible support.

Ongoing coding support when it's needed most

Enter QualCode, Inc., a comprehensive revenue cycle management (RCM) company, specializing in revenue integrity and compliance. Since 1999, QualCode has provided high-quality services to hospitals, clinics, ambulatory care centers, medical billing companies, urgent care centers, long-term acute care facilities, physician practices, insurance companies, and corporations. Its mission is to provide the highest standard in RCM services through quick response, flexibility, custom reporting, and supportive partnerships with its clients.

Focus on DNFB management...

Although there were many coding outsource vendors the hospital could have engaged, it ultimately chose QualCode because of the company's availability and convenience.

"What I like about QualCode is that they're easily accessible," said the HIM director. "If we have a backlog, I can call them and say, 'I need to have these charts coded as soon as possible,' and the team will instantly work on it."

Before partnering with QualCode, the hospital struggled with a rising discharge-not-final-billed (DNFB). With a two-person coding team, it didn't have operational agility. However, with QualCode's help, it was able to ensure a 24-hour turnaround time even when one or both inpatient coders were out of the office or as patient volumes rose unexpectedly. Thanks to QualCode, cashflow has remained smooth at all times. In addition, coders have felt supported and empowered, helping the HIM director retain staff and avoid costly turnover.

...with a commitment to coding accuracy

The hospital wanted a coding partner that valued quality first and foremost. QualCode performs a monthly quality assurance (QA) audit and sends the hospital quarterly QA reports demonstrating a 95% accuracy rate. In addition, QualCode coders collaborate with hospital coders to identify query opportunities. QualCode's team also uses the hospital's computer-assisted coding application that flags cases for additional review to identify potential omitted diagnoses. Finally, QualCode coders handle appeals for all QualCode cases. In most cases the insurance company agrees with what was initially coded.

"Plenty of coding outsource vendors that can an organization's basic needs. However, few go above and beyond what's required to ensure revenue integrity and customer satisfaction. That's exactly what QualCode does,"

HIM director, Northeast U.S.

