



The client

A multi-billion-dollar, integrated, global health care enterprise that operates academic and community hospitals, surgery centers, and specialty care sites.

The need

A turnkey solution that included the selection, onboarding, offboarding, and performance management of a team of coders.

The solution

We crafted a solution that leveraged our team of global coders to provide continuous coding support while maintaining high quality results.

The result

Measurable results have included medical coder productivity within 30 days, greatly reduced bill holds, and a 40% cost savings – while retaining high performance quality.

“All of our coding professionals are held to the same high standards of comprehensive knowledge, professional credentialing, and experience.”

–Beth Sheehan, Group Vice President, ComforceHealth

Turnkey, global acute care coding services to manage volume and efficiency

ComforceHealth had been providing this global healthcare enterprise with medical coding services domestically since 2014. As our relationship developed, this client trusted us to provide a more comprehensive solution.

This client needed a solution that would help them to consistently and cost-effectively manage their coding volumes – without sacrificing quality. And they wanted a turnkey solution, which required a partner they could trust to be responsible for coder selection, onboarding, offboarding, and performance management. They turned to us.

ComforceHealth had already established a trusted relationship providing domestic coding services for this client. And the client has always been open to implementing fresh solutions to complex problems within the industry.

We worked with the client to fully understand their requirements for this new, turnkey solution. We then responded with a managed team of global coders.

Our client required high levels of coding accuracy, productivity, and cost efficiency. We suggested extending our domestic services to include a turnkey team of coders from our global medical coding center – providing the client with our credentialed, experienced coders domestically and globally, at a significant savings. And regardless of location, our coding services would always be provided by ComforceHealth employees, not subcontractors.

To maintain our client’s quality standards, we committed to perform regular audits on our team to verify that our performance remained at levels that met or exceeded the client’s expectations. Our solution also included independent appraisals to further validate our performance.

Our client made a strategic decision to implement our global medical coding solution. The results have consistently exceeded performance standards.

Quality Scores that Exceed Requirements

>97% outpatient
record quality

>96% inpatient
record quality

An independent appraiser validates results monthly against KPI's (APRDRGs, SOI, ROM, others) established at the start of the program. Our global team's average scores exceed quality benchmarks.

Accelerated Productivity

100% productivity
within 30 days

Our global team of coding professionals are 100% productive within 30 days

of onboarding to the client account. This team ramps up and down quickly to support fluctuating needs.

"Our global delivery allows us to meet an SLA to have 100% of our coders staffed, trained, and operational within 30 days of assignment."

- Bindu Chawla, Director of Coding Operations, ComforceHealth

Cost Savings

40% cost savings
per year

Our solution provided this client with 40% annual cost savings while consistently meeting or exceeding coding accuracy benchmarks.

Bill Hold Reduction

Bill holds reduced to
2.2 days

This solution included an audit of a large record set for the client. The result of this audit helped the client reduce bill holds from 4.8 to 2.2 days, with no impact on quality.

"Thanks to the team for contributing to timely charge posting, coding, reviewing charge discrepancies, resolving claim edits, staff reminders and the multitude of tasks associated with EPIC HB. Bills go out complete, accurate, and quickly which gives us cash in the door. Thank you for all you do on behalf of our patients!"

-Administrator and Director of Revenue Cycle

Our turnkey, global medical coding services program with this client continues to grow.

More than 20 global ComforceHealth medical coders are engaged with this client today. And together, we have been making consistent strides toward transferring all of this client's coding services needs off shore.

About ComforceHealth

ComforceHealth is transforming the delivery of healthcare information services. We provide talent and solutions that enhance our clients' revenue cycle practices and help improve financial performance and quality outcomes through collaborative and solutions-based thinking.

Our focus is aligning people, process, and technology to strengthen our clients' compliance, financial, and operational performance. For more information, please contact:

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