

Documentation Review Process Helps Increase Revenue in Emergency Department – Know How?



CASE STUDY – EMERGENCY DEPARTMENT DOCUMENTATION REVIEW FOR PAYMENT IMPROVISATION



ABOUT THE CLIENT

Case Study done on one of our huge Emergency Department which handles nearly 6500 patients per month. They operate round the clock at 14 different locations and provide all Emergency room related procedures and medical services.

Specialty	EMERGENCY DEPARTMENT
Service Offered	Coding



CHALLENGES

- ED Documentation Challenges
- Compliance And Regulation not followed
- Payments and Collection Issues affecting monthly Revenue



ISSUES IDENTIFIED

The Client approached Ecare as they needed assistance identifying the root cause payment issues, Ecare allocated a team of experienced auditors to do a complete analysis of their current billing approach in comparison with our standard Emergency Room coding process flow and our team of coding experts after an in-depth analysis identified that:-

- Some physicians missed to capture CMS required points while interpreting supporting and ancillary services like **EKG, Radiology and lab test that was performed during the ED services.** This affected the overall claim documentation, coding and the payment reimbursement for the particular claim.
- Our team also noticed that even though most of the charts supports for 99284 however due to lack of “History” and “Examination”, level has been down coded to 99283.



SOLUTION FROM ECARE’S EXPERTS

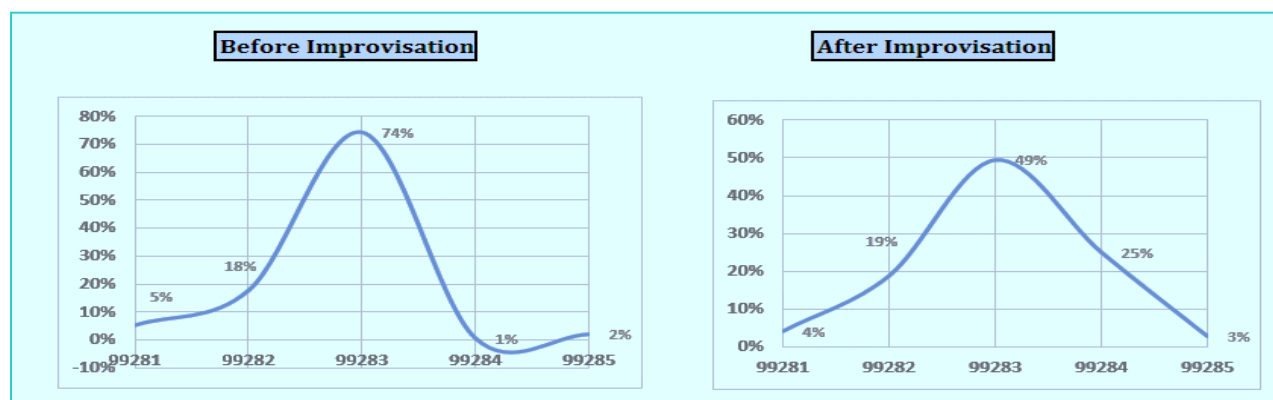
- Ecare provided procedure enhancements service to the provider to work on the deficiency (Laceration cm, I and D packing) area in the procedure notes that has revenue impact. Based on our shared document/inputs, provider added the missing details in the medical record and it improved our collections by 5%.
- Ecare provided a better and compliant documentation to capture all the details (“Complete History, examination, MDM”) whenever the criteria met in order to up code one level. Based on our suggestion/feedback, Provider captured all the details based on the patient condition and improved our collection by 10%.
 - ✓ Post our feedback, provider added the complete history and examination and started to see the increase in 99284 cases, reciprocating to increased revenue.
 - ✓ We made some quick references/checklist for the providers to capture those details and thereby increasing the revenue flow.
 - ✓ As a part of compliance regulations, and revenue prospect we educated the providers on documentation cloning and the protocols to prevent it, which resulted in improved quality of care and patient flow.



OUTCOME

As client started working based on our quick reference checklist and as per our team’s compliance and regulation guidance, revenue increase was significant from the very first month.

Our extensive process review and suggestions on additional documentation and for enhanced documentation opened gate for increased Revenue



ABOUT ECARE

Ecare – A premier Medical Billing and Coding company in India with more than 100+ Clients across the U.S. Emergency Department billing and coding is one of major of our strength and we have huge clientele who can provide reference. To know more about Ecare and our ED Coding expertise log on to [Emergency Room Physician Medical Billing Services | e-care India \(ecareindia.com\)](https://www.ecareindia.com)

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