

Staff Competency and Knowledge **Public and Private Payer Code Specificity**

Threats Compounded by Lower



Requirements **Tightening** CMS specificity grace period ends 10/1/16; private payers follow suit

CMS to release **NEW ICD-10** 5,500 + CODE CHANGES ON 10/1/16

Shortage of Quality, **Skilled Staff**

Hierarchical Condition Category/ HCC Coding Problems

and Increased

(coders, CDI specialists, etc)

Regulatory Scrutiny Medicare Advantage plans grow to 17M subscribers



Staffs Lack Knowledge



of each other's objectives Impacts competitiveness in Value-Based Care world

Compliance Risks

Consequences of Poor Staff

Competency in Relation to Threats

Medicare Advantage Plans CMS' Comprehensive Error Rate Testing

CMS expanding recovery

audit contractor (RAC)

program to include

(CERT) 2015 audit program - total improper payments \$43.3 billion FY 2016 CMS 60-Day Overpayment Rule - providers must return overpayments in 60 days or False Claims Act liability is triggered

SCENARIO: Patient is admitted with Type II Diabetes with complications of neuropathy



That single code **Coder A** connects the two diagnoses uses the combination and accurately

Improper coding example

Type 2 Diabetes Mellitus without complications and G62.9 Polyneuropathy, unspecified.

code, E11.40, defined

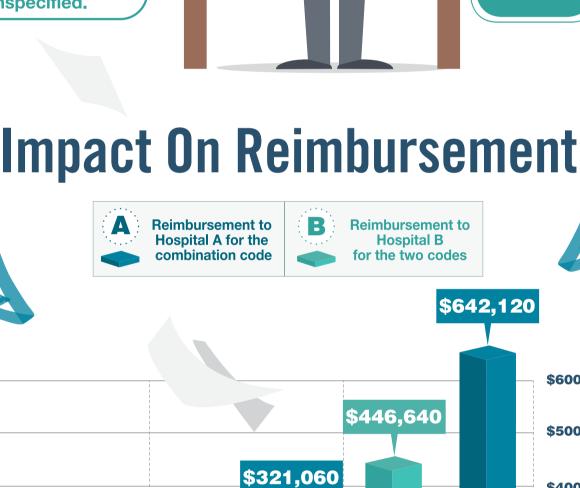
as Type 2 Diabetes

Mellitus with Diabetic

Neuropathy.

Coder B

codes the condition/ complication with two separate codes - E11.9



Selection

\$600k

\$500k

\$400k

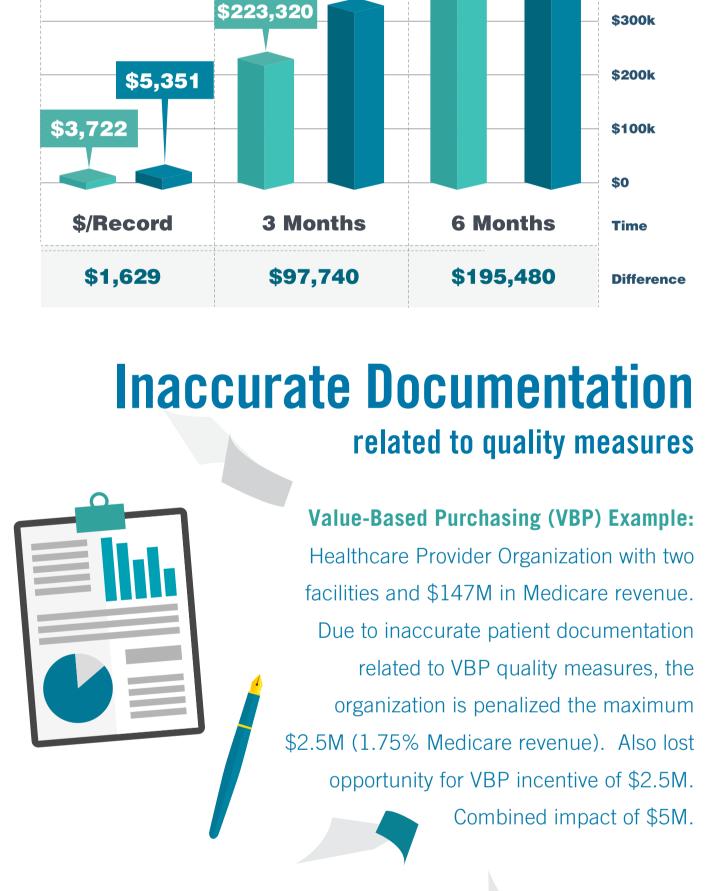
Suboptimal

Code

represents the

elevated severity

of the patient's condition.



Solutions to Staff Competency Issues to Protect Against Threats

Lower Documentation

increases DNFB and AR Days

University Hospital (Cincinnati)

complexity of ICD-10 over ICD-9,

overall time to complete a coding

job increased by 69%. Less

coder productivity = higher

DNFB and AR days

study - due to increased

and Coding Productivity

"Common to organizations with high-performing revenue cycles is that they spend significant time training and educating new and existing employees." ("Strategies for a High-Performance Revenue Cycle", HFMA)

Targeted

Education

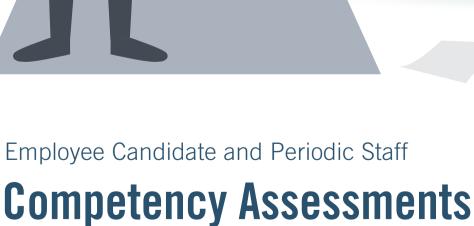
for threat areas

(knowledge gaps)

to engage learners

(iPad, smartphone)

(gamification, simulators)



Professionals Organically

to address shortages (grow your own skilled

Develop Skilled

coder workforce)

purchasing value chain

Utilize Convenient Education Tools to boost participation



FOR MORE INFORMATION

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