

CodeCorrect Enables BayCare Health System to Communicate Consistent, Up-To-Date Information

With eight hospitals spanning 60 miles in the Tampa Bay area, BayCare Health System needed a solution that would facilitate shared knowledge and resources, keeping BayCare's 250-plus management and coding team on the same page. With CodeCorrect APC Toolkit (*editor's note: now called KnowledgeSource®*), each team member has access to the same up-to-date information, regardless of location.

Ned Kitchen, decision support manager at BayCare Health System, was initially tasked with implementing and maintaining a coding system that would keep BayCare's team informed of daily Medicare Pass-Through code changes. "We didn't have a handle on the situation at all," says Kitchen. "We were going to 15 different Web sites to get answers and everyone was coming up with something different."

The consistency of information gathered wasn't the only problem. The research methods available made poor use of our team members' time. "I had to manually look things up through a pile of printed Medicare bulletins—which were only distributed to a select group of people—to find the information I was looking for," comments Kitchen. Beyond being time-intensive to wade through, Kitchen says, "The information never got to everyone who needed it."

One Tool, One Source

CodeCorrect was the solution that BayCare Health System was looking for. "We didn't know what we were missing until we got CodeCorrect," says Kitchen. "Now we have access to a searchable database and our team is using CodeCorrect as a research and reference tool." With the many Web sites providing different information that is not always up-to-date Kitchen states: "CodeCorrect made it easy for us to say 'just use this one source,' so now we're all on the same page."

Prior to implementing CodeCorrect, BayCare Health System experienced numerous claim denials, forcing

them to re-bill due to incorrect coding. "There are a million places to make an error. There's no way anyone can be 100 percent perfect, but if you don't have access to any information, you're definitely not going to even get close. CodeCorrect gets us as close to perfect as we can be," says Kitchen.

BayCare Health System recognized that conveying time-intensive coding information to their team is vital—another reason they chose CodeCorrect. "The government makes changes so fast that if we didn't have access to this kind of resource, we just wouldn't be able to keep up," says Kitchen. "It scares me to think that there are some hospitals out there that aren't using CodeCorrect."

Unforeseen Results

Beyond the positive results BayCare Health System expected to realize from using CodeCorrect, the health system also experienced some unforeseen results. "In the past, department managers couldn't really be held accountable for billing because they weren't aware of things," states Kitchen. "Now we can hold them accountable for billing, which is very important since our payments are dependent upon their putting the right charges through."

Now BayCare Health System's team uses CodeCorrect often to fulfill a variety of needs. "Probably not a day goes by that I don't use CodeCorrect," says Kitchen. "CodeCorrect has really expanded how much I can get done in a day. I don't think I could do my job properly if I didn't have access to CodeCorrect."

Kitchen concludes, "CodeCorrect kind of opened everyone's eyes as to how many changes are occurring. People talk about it now, and they didn't talk about it before. Everyone is quoting CodeCorrect as a trusted resource on changes."