

CodeCorrect KnowledgeSource® Reduces Write-offs, Increases Efficiency at Clarian Health Partners

Indianapolis-based Clarian Health Partners—Methodist Hospital, Indiana University Hospital, and Riley Hospital for Children—knows exactly what it takes to provide top-of-the-line healthcare. The 1,300-bed system has been ranked as one of the best in America by *US News & World Report* for the last few years.

Opportunity

Clarian invested in a pre-bill edit system to ensure accuracy and compliance in billing practices. Through a routine audit process, the Charge Integrity Unit of the Patient Financial Services department discovered that errors in the system resulted in charges being inappropriately written off.

Solution

Because Clarian's CDM Coordinator had used CodeCorrect products at his previous place of employment, he knew the power of the CodeCorrect tools. To help other staff members in the Charge Integrity Unit understand just what these online tools could do, the coordinator suggested a two-week trial of KnowledgeSource® (formerly called APC Toolkit.) The results were almost immediate, according to Charge Integrity Analyst Marie LeClerc, RN.

"I built an LMRP database two years ago with the help of another charge integrity analyst. We would read through all current and archived policies online at our local FI's Web site and update the database accordingly. It was a huge task, because I have about 50 different folders with each one containing spreadsheets of data and Word documents to explain every LMRP from the FI. The information dated as far back as 1997."

Manually comparing up to several thousand entries in her write-off reports used to be time consuming and tedious. KnowledgeSource dramatically reduces

the time she spends on this task. "CodeCorrect is saving me hours a day," notes LeClerc. "I probably go through a week's worth of write-off reports in a matter of hours now. I used to get only one or two days' worth done in an entire day."

Moving away from the stacks and stacks of paper she used to keep track of is also a big relief. "There's just too much paper if you keep the bulletin copies," she says. "They change policies once every couple of months – how can you keep up with that? It's much easier to do a search within CodeCorrect's database." CodeCorrect's Informants®, which alert users to these kind of policy changes, are e-mailed right to LeClerc.

Result

LeClerc was an instant convert to CodeCorrect KnowledgeSource, and she actively encourages others to use CodeCorrect. "Today, when someone asks me to look up a HCPCS code and link it to the appropriate Local Medical Review Policy, I can easily complete the task by using the crosswalk information. When I give the requestor the information, I also supply the source of the Internet link so the next time they can look it up for themselves. It's a fabulous introduction to what CodeCorrect can do for them."

That simple introduction is all it takes. In nine months, Clarian Health Partners has more than 230 KnowledgeSource users.

"CodeCorrect has become an integral part of Clarian's business processes," says LeClerc. "This tool has fixed a 'system error' so that Clarian is now capturing revenue that we were inappropriately writing off just a few months ago. And, we are absolutely more compliant."