

CodeCorrect Solves Chargemaster Dilemma for Foote Hospital

A 411-bed facility with 2,000 employees, Foote Hospital is a regional healthcare provider serving six Michigan counties. Its comprehensive services include a Joint Replacement Center and Behavioral Health Services, and it is part of the University of Michigan Cancer Care Network.

Challenge

Like many facilities today, Foote Hospital has struggled with maintaining a complete and accurate chargemaster. “Bits and pieces of the chargemaster were being handled by different areas,” says Deb Lee, Chargemaster Coordinator. “The hospital created my position because no one had a 100 percent handle on it.”

Lee, who is responsible for charge documentation and audits, had an outside vendor comb through the chargemaster file line by line. That exercise told Lee what was wrong. Her challenge for accurate coding and compliance and appropriate reimbursement, however, was to discover what was right.

Solution

“I had attended a coding institute where CodeCorrect was mentioned,” explains Lee. “As soon as I heard that KnowledgeSource® provided timely and accurate information about code regulations and changes, I knew I needed to check into it.”

Lee continues, “Before CodeCorrect, everyone was using a manual process and we pulled from various sources for information.” For example, the lab would rely on information from its favorite Web site, whereas in the business office, CMS was the Web site most often used. “But when you do that, you run the risk of having different interpretations, different views and different outcomes.”

CodeCorrect has all of the information in one place so the coders don’t have to spend “all that time and all those resources researching,” says Lee. A big plus is the CodeCorrect e-mail Informant® service that sends code updates to designated staff members, who then share the information across the organization.

Who uses CodeCorrect at Foote? “We’ve made it available throughout the hospital,” says Lee. “The people in the business office use it, the medical records staff, registration, radiology, lab and some nursing units. In fact, we’re working to have more of our clinical staff use CodeCorrect.”

Results

CodeCorrect has dramatically increased efficiency. “It saves me hours each day in research. I just go to CodeCorrect and my research is done,” says Lee. The billing office, too, has seen a decrease in time spent on research by accessing CodeCorrect at the same time they are preparing billing.

Because CodeCorrect has become the primary reference site, Foote is also saving the cost of those reams of reference books it used to purchase.

“I’d recommend CodeCorrect. It’s comprehensive and gives you everything you want,” says Lee. “It’s user friendly – more so than some of the other sites I’ve used – and that saves you time. Instead of spending all of your time searching, you can code correctly and accurately and capture more revenue.”

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