

KnowledgeSource PRO[®] Reduces Denied Claims at Hattiesburg Clinic

Since using KnowledgeSource PRO[®] (formerly called CodeCorrect PRO)

Hattiesburg Clinic has seen its denied claims reduced by 80 percent, according to Janet Hamm, co-manager of the reimbursement and coding department. Moreover, the coders have a tool to fight the claims that are denied.

Resource to Help Settle Coding Questions

Brenda Gardner, reimbursement specialist for the cardiology and cardiovascular surgery department, thought CodeCorrect looked like a good way to get rid of the volumes of coding books that this 160-doctor multi-clinic organization purchased.

“Having all of the different books—CPT[™] and ICD-9, CCI, CPT Assist—was causing a space problem,” says Gardner. “It is so much easier to go online and have the information at our fingertips.”

In addition to saving between five and 10 minutes per ticket and reducing denied claims, Gardner has found that CodeCorrect serves as a useful tool to back up and justify coding decisions.

“We had asked our medical director to add a code that he didn’t want to add. We searched LMRPs in CodeCorrect, looked at the policy in

different states and showed him what we found. After seeing that other

states were using the code, he agreed to use it,” notes Gardner.

She agrees that this is a useful function of CodeCorrect. “Sometimes we’ll have a physician who will ask us to bill in a certain way that is not allowed. To show him that we can’t, we use the Q & A function (now called CodeCorrect Coach[™]) to get an expert decision, and go back to explain to the physician why we can’t bill in that way,” she says.

CCI Edits Top the List

Their favorite functions of CodeCorrect? The CCI Edits. “Our coders report that their main problems had been with CCI Edits. CodeCorrect has helped us cut down on denials because of incorrect bundling or a missing modifier, and reduced the time we spend looking in the CCI book,” says Hamm.

Both Hamm and Gardner agree that KnowledgeSource PRO is easy to access and easy to learn. “It is so user-friendly it will sell itself,” says Hamm. “CodeCorrect listens to what we say and adds features that coders want and need.”

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