

CodeCorrect links Clinical and Coding World for Marietta Memorial Hospital

Marietta Memorial Hospital, in Marietta, Ohio, is a 204-bed, not-for-profit facility that is largest employer in its county. It also provides more than 50 percent of the healthcare services to four counties.

Challenge

Like many hospitals today, Marietta Memorial was lacking an effective process to manage the chargemaster. The hospital believes it may have been losing a significant amount of revenue each year based on codes that were never added to its chargemaster.

The hospital compliance committee developed an oversight position to examine billing, analyze trouble spots and streamline processes to capture revenue. It also formed a chargemaster committee to manage and improve the chargemaster itself.

These efforts fixed half of the chargemaster problem, but the hospital still needed ongoing access to information that would support chargemaster maintenance.

Solution

CodeCorrect gives Marietta access to continuously updated information in one place.

“CodeCorrect helped us marry coding and compliance and bridge the language barrier between the clinical person who says, ‘okay, here’s what we’re doing actually in the exam’ and the coders who say, ‘here are the codes we need attached to that,’” comments Rebecca Kidder, RN, compliance analyst for Marietta Memorial Hospital. “CodeCorrect is saving us from having to go to an outside resource, saving us money through quicker access to accurate coding and compliance, and is alleviating frustration.”

Another benefit of CodeCorrect is the ability to make key information broadly available and

intelligible across departments, removing the fear of delving into an area of specialized knowledge. Because of CodeCorrect, information is now both user-friendly and self-service oriented.

Staff can narrow their focus on particular areas of interest and by departmental relevance. They can find their own APC amounts, look at their own charge structure and remain up-to-date. Clinical managers, once vexed by coding and compliance, are knocking on the door of Marietta’s CodeCorrect administrator to get access. This is a positive trend, because as managers, clinicians have the dual responsibility of not only taking care of patients but taking care of the financial concerns that make patient care possible.

Results

“I would think I have probably reduced my search time by at least 50 percent,” said Kidder. “I would wager that others have reduced their time by at least that much. For example, the senior biller used to spend a lot of time searching out the same information when code changes occurred.” That senior biller no longer needs a codebook because all of the information is available via CodeCorrect.

Materials Management has also reaped benefits from using CodeCorrect. When they get new products the department can immediately search and see if there are pass-through codes associated with them. The ability to code new items right away drastically reduces monies lost over time.

“CodeCorrect is invaluable in sorting and evaluating charges in your chargemaster. There’s just no doubt in my mind that this is the tool you need,” sums up Kidder.

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