

Case Study:

On-Going Staffing Challenges with International Coding Resources

Challenge

Due to the volume and size of this regional provider, locating and employing a sufficient number of credentialed coding resources was an ongoing challenge.

Moreover, their HIM department had found that employing the services of an external coding staffing firm had led to poor performance and quality issues.

Solution

The health system's HIM management team determined that a new provider of external coding resources was required. Keeping in mind cost, quality, and performance concerns, LexiCode provided a solution that addressed the following needs:

- 24/7 access to dedicated, credentialed resources
- Flexible access to consistent, secure, international coding resources
- Commitment to meet or exceed required turnaround times and accuracy rates
- QA process supporting compliance, quality, and productivity requirements

Benefits



Dedicated staff based on volume and client needs

24–48 hour turnaround time from receipt of the record



96% MS-DRG accuracy, ensuring billing goals were met and cash flow was consistently positive



Account Manager and QA Manager performed concurrent QA and monitored productivity

Communication and workflow was continuously managed through our domestic location



Met turnaround time requirements 100% of the time