

Improved revenue and compliant coding with IKS Health CDI solution

Client profile

This network of academic medical centers and teaching hospitals, spanning 14 locations, is enhancing clinical outcomes and ensuring accessible healthcare for all.

Challenge

- Coding compliance and precision while consistently adapting to revisions in coding and telehealth guidelines
- Needed a reliable and efficient medical coding partner to support rapid scaling and expansion while maintaining revenue stability

Solution

- Analyzed historical coding patterns while identifying documentation gaps and areas requiring intervention
- Established clinician-level benchmarks on coding patterns and ICD-10 capture rates, and then compared to adjusted national benchmarks
- Developed a mechanism for reporting and governance to evaluate clinician-level performance, post IKS Health coding solution implementation, focused on relative value units (RVUs) per visit, E&M levels, and screenings coded per visit

Impact delivered

3.38%

Improvement in work RVUs

\$3.2

Revenue correction per patient visit

Results

- Identified patterns for clinical documentation improvement (CDI) as CDI experts shared regular feedback with physicians
- Ensured documentation gap closures, thus improving coding compliance