



3M Health Information Systems

Removing silos, paper tickets and other compliance concerns, while adopting technology like a champ.

Empowered coders. Empowering results.

Introduction

Coding workflows that involve separate teams and systems take a lot of energy and multiple touches to get things done. What if you could streamline processes, while maximizing coder output and reduce costs?

By breaking down the walls between professional and facility coding and implementing a single-path coding solution, organizations can maximize coding productivity and clean claim rates.

Health care organizations that have adopted 3M's pioneering single path coding workflows have more complete and accurate reimbursement. And by empowering coders, organizations can experience soaring productivity. We'll show you how.

Standing still amid the coding silos



Facility coding

Details the volume and intensity of resources used to deliver care.



Professional fee coding

Captures the complexity of the physician care provided during a patient encounter.

Traditionally, facility and professional fee coding operations have used different coding platforms to capture the necessary codes. Some organizations hire specialized coding professionals for each type of coding, while other organizations train their staff to code in both settings.

Regardless of how the coders operate, most organizations still use unconnected, outdated methods of collecting the professional and facility codes. These methods usually involve reviewing the same documentation twice and rely on paper, spreadsheets and manual processes.

The cost of not changing

Health care organizations endure many obstacles on their way to keeping claims compliant, while capturing the correct reimbursement for the care provided both in the facility and from professional services.

The bottom line cost of this inefficiency is hefty. Consider the financial and human resource costs of:

- **Double coding**
- **High denial rates**
- **Low charge capture**
- **Increased number of lag days**

54%

recoding of clinic visits = \$1M+ cost a year*

*Results based on early beta findings from 3M clients.

When the two roads meet

The idea of keeping outpatient facility and professional coding services each in their own lane is not sustainable. With the right technology and processes in place, organizations can achieve:

- **One workflow**, with diagnosis and procedure coding for facility and professional fee services performed at the same time
- **One click coding** for outpatient facility, professional services or both
- **One coding session** that makes outpatient facility and professional content available in a single coding workflow
- **Compliant billing** with documentation that supports E/M, CPT® and ICD-10 codes

With single path coding, organizations have seen these positive results:

△ **23%**
increase in total charges captured/RVUs*

△ **27%**
increase in coded encounters*

▽ **3-5** lag day reduction*

Take these steps to single path coding

Step 1: Get your processes and people ready

Technology adoption can challenge organizations; the fear of change can be daunting. Start with a thorough assessment of your current processes and identify any necessary organizational and workflow changes. Now is also the time to analyze staffing and gather information on productivity. These steps are important for getting your organization started on the right foot.

3M's comprehensive Business Process Advisory Services can provide qualified experts to help health care organizations manage change, build coder competence and set the stage for success.

Consider these steps when setting your organization up for success:



Coach champions and leaders



Provide data to inform decision making



Guide teams through process improvement



Share industry best practices and expertise



Train and educate individuals in key roles



Higher conversion success rate and technology adoption.

Step 2: Organizational alignment

Three key leaders in your organization need to come to the table. Here's why:

Physician leader: As physicians realize the benefits of single path coding and how it improves their bottom line (higher charge capture rates mean increased RVUs), they will be your best advocate for change.

IT leader: Competing IT projects are inevitable within your organization. How can your project gain ground on the priority list? Having an organized plan (see *Step 1*) will help move your project up the list.

Coding leader: Coders can realize tangible benefits from single path coding, including the acquisition of new knowledge and experience. This is a win-win for everyone involved!

One coder for outpatient facility and professional



New skills learned



More value to the organization



Exciting new career paths for your coders

Step 3: Start with outpatient facility and professional services coding

Health care organizations are structured in different ways, but outpatient facility coders and professional fee coders are often the same people.

In terms of workflow, it comes down to:

- **Same code sets:** CPT® for procedures and ICD-10-CM for diagnoses
- **Same timing:** Outpatient facility and professional services claims are coded daily
- **Same codes:** Many times the codes are the same

Step 4: Enlist coding help while transitioning

You must go down before going up. Or do you? There's no reason to go through a transition to a new system and workflow without help to keep productivity up and your A/R days down.

Outsourcing your coding—even a portion of it—can greatly reduce the pressure. 3M can provide specific coding services tailored to your needs, including:

- Account management
- Permanent, temporary or on-demand coding coverage
- Personnel focused on turnaround times and backlog reduction
- Coding and documentation best practices
- Auditing services

The bottom line: Empowered coders. Empowering results.

Single path coding in the **3M™ 360 Encompass™ Professional System** breaks down the walls between teams and brings collaboration to life.

Our first-of-its-kind technology boosts productivity and efficiency, allowing teams to review previously coded documents and those yet to be coded, as well as reference all available and pertinent documentation. Single path coding can help decrease denial rates, increase productivity and boost compliance.

Are you ready for single path coding?

Call today

For more information on how 3M software and services can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us at www.3m.com/his/360professional.

A checklist for successful single path coding technology adoption:

- ✓ Process assessment and mapping
- ✓ Organizational readiness (realignment, change management)
- ✓ People readiness (i.e., have the key stakeholders and users been trained, and are they excited?)
- ✓ IT project prioritization
- ✓ Measurable goals



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