

3M Health Information Systems

Case study:  
**University of Miami,  
Leonard M. Miller  
School of Medicine**

Miami, Florida



## Snapshot of University of Miami, Leonard M. Miller School of Medicine

The University of Miami Leonard M. Miller School of Medicine is part of the larger University of Miami Health System, which was founded in 1952 and is now home to the third-largest public hospital and third-largest teaching hospital in the United States. Serving more than one million patients every year, the hospital system extends its patient care and educational resources to South Florida, South America and the Caribbean.

*“After a lot of discussion, we decided to hire the 3M<sup>SM</sup> CodeComplete<sup>SM</sup> team to process all of our reports. We received better coding, faster turnaround time and no hassles with staffing. It truly made my life easier.”*

– Israel Diaz, CPC, RCC, senior manager, professional billing, department of radiology, University of Miami

## 3M products used by University of Miami, Miller School of Medicine

- 3M<sup>SM</sup> CodeAssist<sup>SM</sup> System
- 3M<sup>SM</sup> CodeComplete<sup>SM</sup> Services

## Big changes with small adjustments

Israel Diaz, who has been with the University of Miami for over 16 years, manages the department of radiology, which consists of 50 radiologists at three hospitals. “We are very busy, with our department processing 60,000 notes per month,” says Diaz.

After the University of Miami transitioned its billing payment system the team started to experience unforeseen barriers. The radiology department endured constant backlog that, according to Diaz, “only got worse when a coder went on vacation or got sick.” Knowing that the organization had to press forward and meet its financial goals, Diaz began exploring 3M CodeComplete. “We introduced a new billing system that caused us to get behind. We had issues keeping up with the volume, so we started a small project with 3M CodeComplete to take care of a growing backlog of radiology notes.”

But this was not Diaz’s first experience with 3M Health Information Systems. Since 2010, the University of Miami had been using the 3M<sup>SM</sup> CodeAssist<sup>SM</sup> System. Since the 3M<sup>SM</sup> CodeComplete<sup>SM</sup> Services can use the 3M CodeAssist System, it seemed like a logical decision for Diaz to use 3M CodeComplete. And once they got going, Diaz says he saw immediate results. “The 3M CodeComplete team was very fast and efficient. It relieved us from having to hire and train coders. We received better coding, faster turnaround time and no hassles with staffing. It really made my life easier.”

### University of Miami Department of Radiology:



**50**  
radiologists



**3**  
hospitals



**60,000**  
notes per month

# The million dollar question: Why 3M?

When considering an outsourced coding solution, Diaz says that compliance was at the top of his “must-have” list. He also needed a service that had a speedy turnaround rate. The radiology department stays extremely busy. With the type of volume the department experiences, it couldn’t afford to put productivity at risk.

That is why they chose 3M.

“3M’s turnaround time was very good, and it allowed us to keep the backlog from growing. It is worth every penny and helps us manage our costs. Finally, compliance is the most important aspect of medical coding, and 3M is very good at compliance,” says Diaz.

## The results

By using 3M CodeComplete, Diaz says his radiology department sees remarkable results for his team and organization. Their department has a very low denial rate and are below their denial threshold. With 3M’s 48-hour turnaround, their revenue cycle accelerated and their discharged not final billed (DNFB) is “very low.” Diaz explains, “The radiology department is the fastest in our University of Miami system at getting billings out for payment. The turnaround time of the 3M CodeComplete team is incredible.”

But the results haven’t benefitted just the organization. Diaz has also benefitted personally. No longer is his time filled with hiring, training or managing staff. Diaz says he can now focus on quality assurance notes and looking for diagnoses that don’t match the expected CPT® codes. He monitors CPT coding accuracy with concurrent quality assurance reports on a regular basis. Over the last three months, their organization’s CPT accuracy has averaged 98 percent.

With the 3M CodeComplete Services, the University of Miami is prepared to navigate the uncertainties ahead with confidence. A full-service, outsourced coding solution enables flexible staffing arrangements and can protect the bottom line during challenging times.



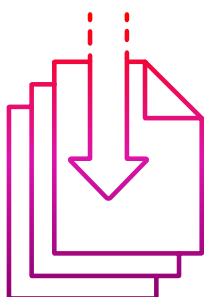
## The 3M benefit

3M<sup>SM</sup> CodeComplete<sup>SM</sup> Services provide a full-service, outsourced coding solution comprised of a talented team of certified coders who perform medical and surgical coding for technical, multi-specialty evaluation and management (E/M) and other professional services.

With 3M CodeComplete, organizations can have, on average, a 48-hour turnaround time for processing their medical records. In addition to improved coder productivity, clients can also save through reductions in turnaround time, denials and days in accounts receivable (A/R).

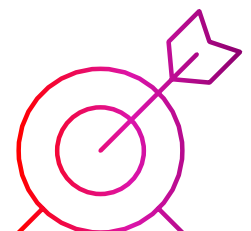
### 3M’s 48-hour turnaround

*prevents  
a growing  
backlog*



### Over the last three months, CPT accuracy has averaged

98%



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## Call today.

For more information on how 3M products and services can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at [www.3M.com/his](http://www.3M.com/his).



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Published 2/21  
70-2011-6621-5