

ABSTRACTED AND CODED MEDICAL DATA PROJECT

Client: St. Paul Fire and Marine Insurance Company
385 Washington Street
St. Paul, MN 55102

Project Scope:

CARE's medical record coders abstracted and coded data on approximately several thousand claims at 29 sites throughout the United States. Met project deadlines by completing all cases in 29 different cities within six months.

Care Communications staff:

- Worked with the client to define data elements, develop data collection guidelines, data entry formats, training materials, document control, quality control and reporting and billing procedures.
- Developed a policy and procedure manual that addressed all functions undertaken by *CARE*. Submitted problems and suggested solutions to the Account Manager when problems were not addressed by the policies and procedures. Updated the policies and procedures and distributed to staff as needed.
- Modified our automated encoder, CodeMaster, to permit collection and coding of data following specific guidelines developed for this project.
- Implemented and enforced security and confidentiality procedures.
- Coordinated with the client the assignment of coders and travel arrangements.
- Developed and implemented quality control procedures using The Validator software developed by Care Communications. Quality control was 100% validation of coding and data entry during a pilot study done on two hundred claims and a 10% validation for the remainder of the feasibility study. (The client found the data quality to be so high during the feasibility study that the number of quality control reviews done during the subsequent study was reduced even further at the client's request to random spot checks.)
- Trained and managed staff who collected and coded data from claim files which included claims data, interrogatories, and medical data and entered the coded data describing the medical history and injuries into lap top computers.
- Assigned ICD-9-CM codes to medical diagnostic and procedure data.
- Downloaded data from individual coders' computers, compiled into site-specific batches and forwarded to client in ASCII format.

- Prepared detailed, site reports that specified quantity and quality of work completed, productivity achieved by personnel, problems encountered and actions taken to correct them, and amendments and additions to policies and procedures as needed.

