

Care Communications & Kaiser Permanente, Colorado Region

Expanding and improving the revenue cycle

Challenge:

Kaiser Permanente Colorado (KPC), serving 480,000 members with 800 physicians and 18 medical office buildings, sought to enhance its overall revenue performance. With an opportunity to reap greater rewards from new sources of revenue and revenue recovery, they needed to engage their physician population at all levels to improve documentation, make better use of its electronic health record (EHR), and enhance productivity by utilizing remote technologies. KPC evaluated different approaches and determined that health information management (HIM) would be a core component of the effort.

Solutions:

To expand and improve its revenue performance, KPC chose Care Communications Inc. to support a multi-pronged approach designed to achieve its revenue enhancement goals. The solutions that Care Communications, Inc. implemented included:

1. Mapping clinical data to ICD-9 codes: correcting inaccuracies & improving compliance
2. Integrating remote clinicians: KPC providers working in non-Kaiser facilities could not use the KPC EHR to capture charges for services provided; Care Communications created "super bills" to capture services provided
 - a. Implemented an either/or strategy; paper and/or electronic formats could be used.
 - b. Captured and customized the required data
 - c. Helped define layout of the existing electronic tool
 - d. Created a pocket tool with codes and flow to promote acceptance of the new process and encourage greater accuracy
3. Enabled the integration of alerts and work queues to identify common problems, including:
 - a. Incomplete claims, incorrect data, etc.
 - b. Inaccurate coding: wrong place of service, wrong code, wrong dates, etc.
4. Assisted in transitioning the responsibility of reconciliation to business managers:
 - a. Trained departments in the new system
 - b. Audited the work for accuracy and retrained where necessary
 - c. Helped KPC sustain the system independently
 - d. Ensured the changes were successfully integrated into their culture and processes
5. Physician education, training, and coaching for success: helped KPC ease the transition and increase physician acceptance of new business/documentation procedures

Results:

Care Communications helped KPC significantly improve its overall revenue performance and leverage its EHR to improve the revenue cycle. Highlights of the effort included.

- Successfully implemented a professional fee charge capture process for hospital services
- The process pioneered through this effort has since been deemed a best practice by the organization and is currently being rolled out and adopted by other Kaiser Permanente regions
- Completed training on time; reinforced training by completing weekly reports and phone calls to providers until coding quality had reached an acceptable level
- KPC enhanced Medicare Advantage revenue by several million dollars

Testimonial:

I absolutely endorse the team of professionals at Care Communications for their superb coding and health information management (HIM) services. We could not have attained the outcomes we did without them. We have used other national services for support and find Care Communications' integrity and quality of work unmatched. Our engagement with Care Communications was a very profitable investment for us and continues to provide value and comprehensive HIM support to the Colorado region of Kaiser Permanente. I wholeheartedly recommend Care Communications as the leader in HIM expertise and support.

– James Taylor, M.D. & Medical Director, Revenue Cycle