

# Healthcare Auditing

## HEALTH INFORMATION MANAGEMENT

### E/M Services Coding & Documentation Reviews

The 2021 E/M documentation and coding changes represent the first major revamp in over 25 years, and scoring of the elements can be challenging! Periodic reviews of provider documentation are more important than ever. We now have a distinct set of guidelines that apply to the reporting of office and other outpatient visits and a specific set of guidelines that apply to other E/M categories of service. The 2021 changes focus on medical decision-making, and provider documentation must support the medical necessity of reported diagnoses. Interpretation and application of the new definitions for medical decision making are

crucial and demands continuous attention. A thorough understanding of the application of coding using Time and the new Prolonged Services codes is also essential for optimal reimbursement. Coding accuracy is the hallmark of a healthy and efficient revenue cycle. At Intellis, our expert IQ E/M auditing team possesses a comprehensive understanding of the new changes and requirements, enabling us to deliver customized audits with measurable and sustainable results and recommendations. Our clients benefit from top-performing revenue cycle results focusing on audit quality, process improvement, and education.

### AUDITING SERVICES

Intellis customizes audit solutions based on organization's unique environment, analytical specifications and process improvement goals.

- Clinical Coding Chart Reviews: Inpatient, Outpatient Surgery, Observation, Interventional Radiology, Ancillary, Clinics
- COVID-19 Coding and Clinical Documentation Validation
- Telehealth
- Emergency Department: Academic, Trauma Level I-V, Critical Access
- Skilled Nursing Facility, Inpatient Rehabilitation Facility, Behavioral Health, etc.
- Professional Fee: All Specialties
- Coding Compliance
- MS/APR – DRG Validation
- Evaluation and Management Validation
- Clinical Documentation Improvement
- Data Abstracting Reviews
- Risk Adjustment (RA)/Hierarchical Condition Coding (HCC)
- Charge Validation
- Due Diligence Reviews

### IQ AUDITING ROADMAP

Beyond coding, our IQ team evaluates client workflows and identifies any opportunities for client improvement

#### 1. Customizing audits with the client goals in mind

- Pursuing long-term sustainable improvements in coding, documentation, compliance, and reimbursement
- Improving revenue cycle integrity
- Identifying challenges, missed opportunities, and areas of compliance risk

#### 3. Advancing coding accuracy and compliance with effective audit strategies

- Evaluating accuracy standards and goals in terms of clinical complexity and documentation factors
- Highly trained experienced auditors accessing coded data at a deeper level to determine all contributing factors which are negatively impacting the revenue cycle
- Providing corporate compliance development and maintenance

#### 2. Implementing proven methodologies

- Varied sample selection methodologies based on unique clinical complexity
- Diverse audit strategies yield valuable focused results that help set education goals
- Pinpoints strengths, weaknesses and detects root causes for coding errors

#### 4. Providing feedback and education opportunities for auditing

- Ability to deliver comprehensive analysis and feedback concurrently and after the review
- Ability to deliver comprehensive education concurrently and after the review
- Compile and present a complete assessment identifying issues that may affect the organization's revenue and strengthen compliance



To learn more about Intellis IQ Auditing solutions, please contact: [sales@intellisIQ.com](mailto:sales@intellisIQ.com)



Unsurpassed auditing metrics and advanced technology make an impact and help our clients realize the full potential of a quality audit



■ **People. Process. Technology.** With unsurpassed auditing experience, the Intellis IQ Audit team leverages our team's knowledge base and diverse skill sets, proven methodologies and powerful technology to deliver a reimagined audit process that propels organizations to meet process improvement goals as well as prepare for the future.

■ **Customized audits.** We understand that audit requirements differ greatly between healthcare organizations. Unique organizational landscapes and infrastructure are factors that determine the nature and scope of the audit solution. The Intellis IQ audit team believes in a proactive and holistic approach to developing a strong audit process whether it is a short term targeted audit or a long term comprehensive audit program.

■ **Solutions for complex business problems.** Challenges transform into opportunities. Driven by robust reporting and data analytics, the IQ audit team builds a collaborative relationship and develops a cohesive education plan that promotes process improvement goals and supports a top performing revenue cycle.



**IntelliScope**, our prospective value calculation tool, supports our services ensuring the accuracy of our data analytics and projecting reimbursement losses and gains.

### **IQ Technology Partnership Advantages**

- Imports data sample into technology with simple a template
- Allows concurrent, transparent communication of recommendations between coders and auditors
- Provides real-time results tracked on a dashboard
- Offers a wide selection of reports that can "slice and dice" the results in many different ways
- Acts as a data repository to compare separate audits to identify and track trends over time
- Offers a combination of reports that empowers our IQ Auditing team to identify opportunities for improvement education
- Enables the ability to search for a specific code within any audit (by date range, by coder, by review type - IP/OP/ProFee)

## **Our Healthcare Advisory Solutions**

### **Revenue Cycle and Health Information Services**

- Medical Coding
- Medical Coding Audits
- Department Operational Assessments
- Chargemaster Engagements
- Risk Adjustment/HCC Coding and Auditing
- Denials Management

### **Clinical Documentation and Quality Services**

- Second Level Reviews
- Query Reviews
- CDI Department Assessments
- IP and OP Program Implementation
- IP and OP CDI Review Process
- PSI and Mortality Review/Committee Implementation

### **Health Information Technology Services**

- Master Patient Index Clean-up
- Clinical Data Abstraction
- Scanning & Indexing
  - EMR Implementation
  - HIMMS Stage 7 Point of Care
- EPIC Implementation and Management
- OnBase Implementation and Management

### **Education and Training Services**

- Medical Coding
- Clinical Documentation Integrity
- Provider Education
- Annual Coding Updates

*Intellis can provide credentialed staff augmentation, program support and interim management across the revenue cycle continuum.*