



The Client is an Established Nephrology Practice Based in US



The Challenges

- Significant problems while coding.
- Massive revenue loss.
- High compliance audit risk.



Plutus Health Plan

Plutus Health Inc started its work by comprehending the problems.

Issues Detected

- Wrong codes used for in-house billing.
- Incomplete telehealth documentation.
- Improper diagnosis code used.
- No certified coders were present to handle the coding.
- Codes were not appropriately reviewed.
- The feedback and review process were missing.
- The level of service was incorrect.
- Issues around Undercoding and Overcoding both in Procedure and Diagnosis level.

After detecting the problems, we implemented the solutions to address the issues and streamline the process.

We designated certified coders from the Plutus Health team, who helped improve documentation. Coders analyzed the exact level of service and gave suggestions to avoid Undercoding and Overcoding in the procedures.

The Plutus Health team then provided key documents for diagnosis and combination codes to capture more specific results. This improved documentation helped the organization meet Telehealth service requirements.

We did a 100 % audit on the level of service with New 2021 EM guidelines and created an audit report with all essential information. We bifurcated the coding audit results based on Provider Vs. Diagnosis and Facility Vs. Diagnosis to identify the issues.

We also provided feedback on modifiers which offered further information to the claim.



Results

Plutus Health Inc. gave education & feedback to physicians, streamlined coding practices, and provided documentation guidelines to improve coding accuracy. We enhanced the coding quality and lowered the errors.

Hemodialysis, Outpatient and Inpatient Coding	Before	After
Coding Quality %	74%	98%
Coding Error %	26%	2%



The Achievements

We initially began working for this client on Hemodialysis coding audit, then we ramped up and started working on Outpatient and Inpatient coding audits.

Plutus Health Inc. is a 15-year-old Tech-enabled revenue cycle management firm specializing in automated medical billing and coding, AR, denial management, and credentialing. We help healthcare practices increase collections and reduce denials with a strong emphasis on compliance.

