

# Coding Performance Oversight – Primary Care

## Client Profile

### Size

40 Providers

### Location

Dallas/Ft. Worth, TX

### Specialty

Primary Care  
Nephrology  
Transplant Medicine  
Cardiology  
GI

## Services Deployed



**MSO & Practice Integration**



**Post-Audit Education**



**Revenue Cycle Management**

## Overview

Our Client consists of one high volume practice with four specialties. The Client is an active participant in government/commercial payer initiatives to deliver value-based care. They had not implemented a robust coding and clinical documentation program and recognized this as a key strategic area for performance improvement.

SCALE was engaged to build and manage the practice's coding and clinical documentation ongoing monitoring, provider training, and education program.

## Execution

- + Together with with Scale RCM, we collaborate with our Client to determine the audit focus each quarter, i.e. particular types of claims or payer practice.
- + We audit each provider in the practice once a quarter.
- + We provided additional remediation for providers that fell below a certain performance threshold.

## Results

- + SCALE provided strategies to assist our Client in providing clearer documentation & decrease confusion about DX addressed on each DOS.
- + We captured services that require specific documentation elements to be billable and mitigated the risk associated with documentation deficiencies.
- + We implemented a recurring, ongoing program for monitoring and improving performance.
- + Through our assessments, we provided ongoing training and education to all providers in the practice to facilitate best practice in coding documentation.
- + Across the provider team we identified a subset of providers with lower scores/room for improvement, and implemented/augmented reviews, training, and education for the subset.

### Provider Audit Improvements



At re-audit, increased score due to incorrect documentation for audio-only telehealth. After implementing recommendations, achieved 100% score. Improved 23% then 37% over past quarter.