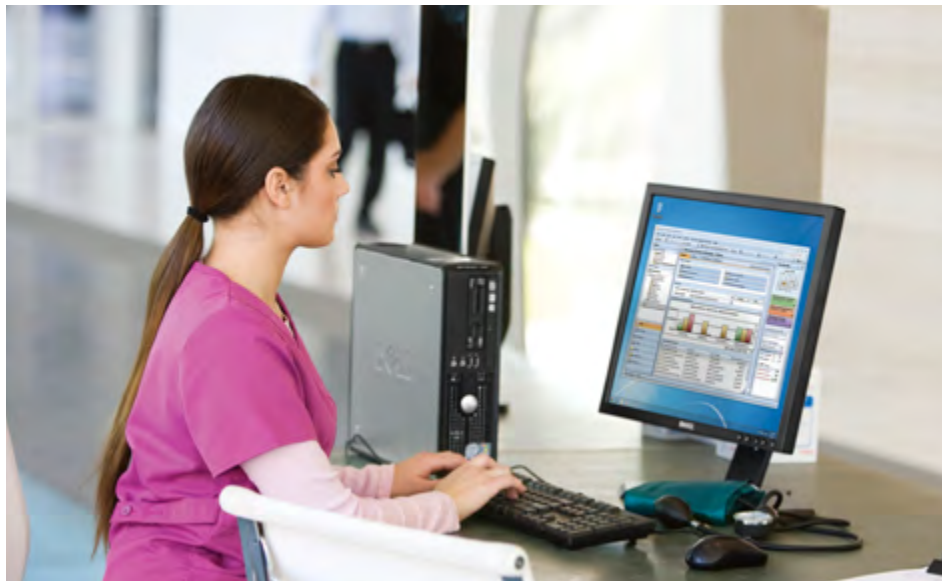


Ensure regulatory compliance and timely reimbursements.

Dell Medical Coding Outsourcing Services



Certified medical coders from Dell Services help increase coding accuracy and improve compliance.

Keeping up with today's increasing regulations poses significant challenges to your healthcare organization. You need to remain compliant with coding guidelines, but with shortages of coding talent, it's difficult to hire, train and retain coders. Coding productivity of medical records, as well as revenue cycle efficiency, has also been impacted by the ICD-10 transition, since coders need to be trained and adjust to the new code sets.

On top of that, your staff needs to deal with spikes in volume, as well as possible revenue leakage from discharged not final billed (DNFB) accounts, which can lead to not maintaining an appropriate level of reimbursement for your services.

That's where Dell can help. Dell Medical Coding Outsourcing Services provide prospective coding, hospital/facility coding, auditing and denial management services that can help your organization improve coding productivity, optimize reimbursements and address staffing, retention and training issues.

Dell has also developed coding automation tools for EzyCode and Codefinder applications, supported by more than 500 coders. Our coders hold current industry certifications, such as Certified Professional Coder, Certified Outpatient Coder and Certified Coding Specialist, and provide expertise on Hierarchical Conditional Categories (HCC) coding and the Physician Quality Reporting System (PQRS).

Key benefits:

- Maintain coding compliance and accuracy
- Improve coder productivity
- Increase coding throughput and cash flow
- Decrease accounts-receivable days
- Reduce DNFB accounts
- Utilize educated clinicians to capture the right procedures and improve reimbursements

We provide coding services for a wide range of specialties, including (but not limited to):

Anesthesia	General medicine	Pain management	Obstetrics
Cardiology	Orthopedic surgery	Radiology	Plastic surgery
Emergency room	Ambulance coding	Family practice	Gastrointestinal
Ambulatory surgery	Psychiatry	General surgery	Internal medicine
Surgical pathology	Urology	Urgent care	Evaluation and management

Coding audit services

Our services:

- Audit documentation requirements and physician education
- Find trends and patterns from coded charts for potential opportunities on unbilled procedures, incorrect descriptions of procedures, adherence to clinical regimens, and compliance to coding and clinical documentation
- Provide a detailed breakdown of documentation and compliance requirements, and address the core missing elements, such as medical necessity or specificity of codes chosen

The feedback from our audit services can help your organization improve compliance with coding standards, reduce DNFB accounts, increase revenue and improve overall quality of your clinical documentation.

Physician feedback and training

Based on trends identified during coding audits, we provide you with a detailed breakdown of documentation and compliance requirements, and address the necessity or appropriateness of the specific code chosen. From this, we can provide training that not only improves accuracy, but also helps increase your revenue.

We can provide training for:

- Clinical documentation improvement
- Insurance-specific guidelines and recent updates
- Medicare and commercial payer codes
- ICD-10 code changes and documentation
- Appropriate usage of Current Procedural Terminology (CPT) modifiers
- National Correct Coding Initiative (CCI) edits

Facility outpatient coding

We'll review your outpatient hospital records, including evaluation and management services and any additional family health services to patients in an outpatient setting, by assigning appropriate ICD-10-CM, CPT-IV, modifiers and HCPCS Level II codes where needed, along with charge posting for those records.

We support:

- HCC coding by capturing all possible ICD codes, which is the basis for reimbursement for Medicare Advantage plans and points out inaccurate electronic medical record template descriptions
- Physician education and clinical documentation improvement initiatives for your organization



Coding denial management

By studying and analyzing your explanation of benefits, we can look for and correct non-billable codes, local coverage determinations and place of service codes. We'll also enable claims refiling and provide you with feedback.

Innovative, proprietary tools

At Dell Services, we use automation to improve coding productivity and reduce manual processes. Our team utilizes a variety of tools to:

- Find online ICD/CPT codes, including transitions from ICD-9 to ICD-10 and vice versa
- Automate medical coding using natural language processing capabilities and built-in dictionaries
- Automate optical character recognition

One example of our tools, the Dell Automated Full-Time Equivalent (AFTE) automates script/process tools — eliminating the need to hire staff for repetitive tasks and improving overall productivity.

Dell Medical Coding Outsourcing Services can provide skilled associates in professional and facility coding, diagnostic radiology, interventional radiology, anesthesia, surgery emergency medicine and facility outpatient cases. Our services provide the flexibility your healthcare organization needs, allowing you to:

- Improve coding compliance with tools and methodologies that enable accurate and consistent assignment of codes, establish an audit trail and enable education for your staff.
- Boost coding results with increases in coder productivity and cash flow, as well as reductions in accounts-receivable days, medical necessity denials and DNFB accounts.
- Enhance the accuracy of coding operation and optimize your receivables with our automated coding tools
- Eliminate staffing challenges by finding, training and retaining qualified local coders within Dell's global workforce.
- Rely on an experienced team of Dell coders that provides coding services for radiology groups, physician practices, emergency medical facilities and health systems.
- Improve quality and achieve consistent, high standards with established quality management programs, rigorous training, ongoing education and regular quality assurance.
- Reduce coding denials and increase revenue with physician-, facility-, coder- and encounter-specific feedback.
- Meet critical events, such as volume surges, unplanned vacations and new coder ramp-up periods, with proactive planning.
- Provide secure online reports via our client portal.



For more information about any of our service offerings, please visit dell.com/bpo, email bpo@dell.com or contact your Dell representative.



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