



Tuesday Tips & Tidbits: Insights on Stronger Compliance and Auditing from Our Pros

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Dawn Tucker, Senior Client Success Manager
Brian Burton, Chief Compliance and Privacy Officer

Presenters



Erin Whitelock,

Senior Client
Success Manager



Dawn Tucker,

Senior Client
Success Manager



Brian Burton,

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Agenda



01

Audit Manager

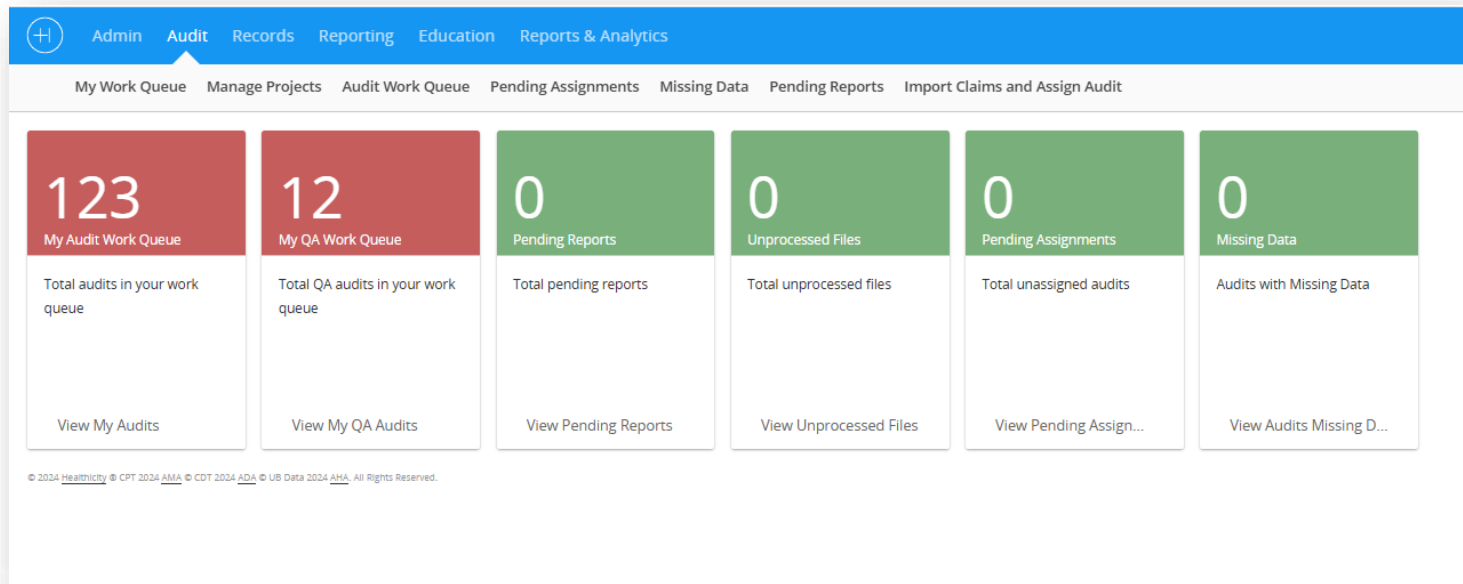
02

Compliance Manager

03

Advisory Services

Audit Manager



Audit Manager can help reduce risk:

- Identify and Monitor Over-coding
- HCC Risk Adjustment Audits
- Specialty audits from OIG Hot List

Audit Manager



Robust E/M Auditing Tools & Reporting

- MDM & Time-based worksheets
- E/M Suggested code logic
- Reports to track prevalence and financial impact of over-coding

Reported Code > 99214 Audited Code > 2021/2023: CPT > 99213 MDM > Low

| | A | B | C | D | E | F | G | H | I | J |
|----|---------------|----------------|-------------------|--------------------|--------------------------------|------|-------|-------|-------|---------------|
| 1 | | | | | Evaluation / Management Coding | | | | | |
| 2 | Provider Last | Provider First | Practice | Provider Specialty | Correct | Over | Under | Wrong | Total | Accuracy Rate |
| 13 | Beverley | Morrow | North Practice | MD, OB/GYN | 10 | 1 | 0 | 0 | 11 | 91% |
| 15 | Blackwell | Elizabeth | North Practice | ANP | 8 | 1 | 0 | 1 | 10 | 80% |
| 16 | Brandy | Hutchinson | Urgent Care | PA | 9 | 1 | 0 | 0 | 10 | 90% |
| 23 | DeBakey | Michael Ellis | Wellness Center | ANP | 7 | 3 | 0 | 0 | 10 | 70% |
| 25 | Doreen | Vasquez | North Practice | MD, Surgery | 8 | 1 | 1 | 0 | 10 | 80% |
| 26 | Dorian | J.D. | Streetside Clinic | ANP, Family | 9 | 1 | 0 | 0 | 10 | 90% |
| 27 | Dr. | Who | North Practice | ANP | 8 | 1 | 1 | 0 | 10 | 80% |
| 34 | Francis | Marsh | Community South | MD, OB/GYN | 8 | 2 | 0 | 0 | 10 | 80% |
| 38 | Georgia | Kelley | Urgent Care | MD, Family | 9 | 1 | 0 | 0 | 10 | 90% |
| 45 | Jekyll | Henry | North Practice | ANP | 8 | 2 | 0 | 0 | 10 | 80% |
| 47 | Jody | Burke | Wellness Center | MD, OB/GYN | 9 | 1 | 0 | 0 | 10 | 90% |
| 51 | Les | Stout | East Practice | MD, OTOR | 10 | 1 | 0 | 0 | 11 | 91% |
| 55 | Margie | Washington | North Practice | MD, OB/GYN | 10 | 1 | 0 | 0 | 11 | 91% |
| 61 | Pierce | Hawkeye | North Practice | ANP, Family | 9 | 1 | 0 | 0 | 10 | 90% |
| 66 | Shepard | Jack | Streetside Clinic | Multiple | 9 | 1 | 0 | 0 | 10 | 90% |
| 74 | | | | Subtotal | 131 | 19 | 2 | 1 | 153 | 86% |

Amount and/or Complexity of Data to be Reviewed and Analyzed
*Each unique test, order, or document contributes to the combination of 2 or combination of 3 in Category 1 below.

Tests & Documents

1 Review of prior **external note(s)** from each unique source*

Review of the **result(s)** of each unique test*

1 **Ordering** of each unique test*

Assessment Requiring an Independent Historian(s)

An individual (eg, parent, guardian, surrogate, spouse, witness) who provides a history in addition to patient

Independent Interpretation of Tests

Independent **interpretation of a test performed by another** physician/other qualified health care professional (not separately reported)

Discussion of Management or Test Interpretation

Discussion of management or test interpretation **with external physician/other** qualified health care professional/appropriate source (not separately reported)

CALCULATED DATA LEVEL
Low

| Code | Correct (count) | Incorrect (count) | Added (count) | Error Rate | Value of Reported wRVU | Value of Audited wRVU | Difference (wRVU) | Value of Reported Total RVU | Value of Audited Total RVU | Difference (Total RVU) | Value of Reported Total \$ | Value of Audited Total \$ | Variance (Dollars) |
|--------------|-----------------|-------------------|---------------|------------|------------------------|-----------------------|-------------------|-----------------------------|----------------------------|------------------------|----------------------------|---------------------------|--------------------|
| 99212 | 5 | 3 | 0 | 38% | 3.58 | 11.06 | 7.48 | 5.99 | 16.62 | 10.63 | \$ 210.35 | \$ 596.81 | \$ 386.46 |
| 99213 | 14 | 14 | 0 | 50% | 32.13 | 40.48 | 8.35 | 53.08 | 58.48 | 5.40 | \$ 1840.45 | \$ 2023.20 | \$ 182.75 |
| 99202 | 4 | 3 | 0 | 43% | 6.51 | 8.02 | 1.51 | 0.00 | 0.00 | 0.00 | \$ 0.00 | \$ 0.00 | \$ 0.00 |
| 99205 | 2 | 0 | 0 | 0% | 6.34 | 6.34 | 0.00 | 10.93 | 10.93 | 0.00 | \$ 394.25 | \$ 394.25 | \$ 0.00 |
| 99204 | 1 | 1 | 0 | 50% | 4.86 | 3.85 | (1.01) | 4.32 | 4.32 | 0.00 | \$ 156.07 | \$ 156.07 | \$ 0.00 |
| 99203 | 3 | 4 | 0 | 57% | 12.58 | 8.41 | (4.17) | 18.20 | 11.36 | (6.84) | \$ 627.08 | \$ 389.92 | (\$ 237.16) |
| 99215 | 7 | 4 | 1 | 42% | 29.42 | 24.25 | (5.17) | 31.23 | 22.91 | (8.32) | \$ 1043.76 | \$ 764.51 | (\$ 279.25) |
| 99214 | 13 | 9 | 0 | 41% | 34.20 | 29.88 | (4.32) | 55.87 | 47.03 | (8.84) | \$ 1941.24 | \$ 1638.62 | (\$ 302.62) |
| Total | 49 | 38 | 1 | 44% | 129.62 | 132.29 | 2.67 | 179.62 | 171.65 | (7.97) | \$ 6213.20 | \$ 5963.38 | (\$ 249.82) |

Audit Manager



HCC Risk Adjustment

| ICD / EM / CPT / HCPCS Codes | | | | | Clear | Save | ▲ |
|------------------------------|-----------|---------------------------|-----------------------|--------|-------|------|---|
| Diagnosis Codes | | | | | | | |
| Reported | Audited | Risk Adjust-ment ICD-10 ⓘ | Risk Adjust-ment Code | Action | | | |
| 1 I25.112 | 1 I25.112 | 1 I25.112 | 1 HCC88 | ✎ ✕ ↓ | | | |
| 2 E11.22 | 2 E11.29 | 2 E11.29 | 2 HCC18, HCC37 | ✎ ✕ ↓ | | | |
| 3 I11.0 | 3 I11.0 | 3 I11.0 | 3 HCC85, HCC226 | ✎ ✕ ↓ | | | |
| 4 R06.5 | 4 R06.5 | 4 R06.5 | 4 N/A | ✎ ✕ ↓ | | | |
| 5 Not Reported | 5 E66.01 | 5 E66.01 | 5 HCC22, HCC48 | ✎ ✕ ↓ | | | |

Henry Baldwin, NP

Number of Dates of Service Reviewed: 10

Project Name: 2024 HCC Risk Adjustment Audit

Overall Score: 55%

Provider Detailed Report

ICD-10 CM Coding for HCC Codes: Total Sample Size 22 codes

| Findings | Count | % |
|---|-------|-----|
| Documentation Supports code(s) | 12 | 55% |
| Documentation does Not Support code(s) | 2 | 9% |
| Documentation Supports Additional code(s) | 5 | 23% |
| Documentation Support Revision of code(s) | 3 | 14% |

Audit Manager



Monitor OIG Work Plan

Customizable Audit Templates

Procedures Clear Save ▲

Hep C Outcomes × ?

| | | | |
|--|--------------------------------------|-------------------------------------|--------------------------------------|
| Metavir/Fibrosis prior to treatment | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Genotype | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Treatment Status Update | <input type="radio"/> Yes | <input checked="" type="radio"/> No | <input type="radio"/> N/A |
| Previous treatments | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| Number of prescribed treatment weeks | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| If treatment stopped, cause documented | <input type="radio"/> Yes | <input type="radio"/> No | <input checked="" type="radio"/> N/A |
| SVR12 results | <input checked="" type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> N/A |
| SVR24 results | <input type="radio"/> Yes | <input checked="" type="radio"/> No | <input type="radio"/> N/A |

Premium Reporting Add-on – Detailed Reporting on Audit Elements

| Checklist Summary Table | | | | | |
|-------------------------|---|------------|----------|----------|------------|
| Checklist Name | Audit Elements | Yes | No | N/A | Accuracy |
| E/M Checklist | Chart was locked & signed within 48 hours | 79 | 8 | 0 | 91% |
| | Chief complaint documented | 87 | 0 | 0 | 100% |
| | Relevant exam documented | 87 | 0 | 0 | 100% |
| | Relevant history documented | 87 | 0 | 0 | 100% |
| Grand Total | | 340 | 8 | 0 | 98% |

Compliance Manager



- Incident Management
- Sanction Screening
- Policy and Document Management
- LMS
- HIPAA Security Risk Assessments

Elevate Your Compliance Program with Healthicity's Advisory Services



Empower your organization with professional guidance and support.

Healthicity's compliance experts provide comprehensive support for a wide range of compliance activities.



Navigate the Complexities of Healthcare Compliance



- **Stay Ahead of Regulations:** Keep pace with ever-changing healthcare requirements, laws and industry standards.
- **Reduce Risk & Liability:** Proactively identify and mitigate compliance vulnerabilities.
- **Optimize Compliance Processes:** Streamline workflows and improve efficiency.
- **Build a Culture of Compliance:** Foster ethical behavior and organizational integrity.

Your Trusted Compliance Advisors



- Experienced Professionals: Benefit from the knowledge of seasoned compliance experts.
- Customized Solutions: Tailored strategies to address your organization's unique needs.
- Hands-On Support: Guidance and implementation assistance for various compliance initiatives.
- Ongoing Partnership: A trusted advisor to support your compliance journey.



Q&A