



RISK MITIGATION STRATEGY DRIVES CODING STAFFING AND TRAINING SOLUTION

“Partnering with the coding team at Navigant Cymetrix enabled us to not only meet, but exceed, our initial goals during a transitional period. As issues arose, the team presented innovative solutions to mitigate risks. Throughout the project, we knew there was a commitment to our objectives that was reflected in the dedication and effort put forth each day.”

ALLEN BUTCHER
EXECUTIVE VICE PRESIDENT/
CHIEF FINANCIAL OFFICER

THE CHALLENGE

Medical coding is a vital function in the hospital, outpatient clinic and physician office setting. Staffers who translate physician descriptions of patient injuries or diseases into codes and enter the information into the patient’s electronic health record must have the knowledge to ensure that providers can use the coding to file for payer reimbursement and to generate patient billing.

Retaining and attracting coding talent was a challenge for Columbus Regional Health in Columbus, Ga. Like many hospitals and other healthcare providers, the health system had been working with a number of outside agencies to supplement its coding resources. While facing the federally-mandated switch to ICD-10 in October 2014, Columbus Regional Health’s need for highly-trained coding staff grew significantly. By November 2015, the provider decided that its coding strategy was not sustainable or cost effective.

THE SOLUTION

Columbus Regional decided to outsource all of its hospital coding functions via an innovative coding management solution with Navigant Cymetrix after reviewing a proposal that outlined a detailed solution to the health systems resource and technology issues. The initiative provided a coding solution for three of the system’s

facilities: Midtown Medical Center, Northside Medical Center, and John B. Amos Cancer Center.

Columbus Regional and Navigant Cymetrix partnered to rebadge and transition all of the coding staff at each of the facilities. The onboarding process — training and organizational development — was thorough and included a complete integration/implementation process.

Navigant Cymetrix’s proprietary technology, CodeMETRIXSM was implemented for tracking and trending productivity and quality. Productivity standards were established, and monthly quality reviews were initiated in order to maintain a 95 percent, or greater, accuracy rate. In addition, our proprietary DNFB (discharged not final billed) management tracking and reporting tool was implemented to ensure daily trending, tracking and reporting.

Navigant Cymetrix also agreed to mitigate the risk. As part of Columbus Regional’s risk mitigation strategy for ICD-10, Navigant Cymetrix understood the shortage in coding resources and the financial stress of having contracts with multiple third-party resources. A key component to the partnership was Navigant Cymetrix’s commitment to meet Columbus Regional’s needs during the transition, and go-forward, from the world of ICD-9 to ICD-10.

About Columbus Regional Health

As the leading provider of health care in west Georgia, Columbus Regional Health serves the Columbus, Ga., area with a network of health and medical services. It has grown to become the region's healthcare leader, offering compassionate care and an unwavering commitment to the residents of the region through its various facilities, programs and services. Columbus Regional Health includes two hospitals — Midtown Medical Center and Northside Medical Center. The system also includes the John B. Amos Cancer Center, Columbus Regional Medical Group with multiple locations, two MyCare Urgent Care Centers and three retail pharmacies.

About Navigant Cymetrix

Navigant Cymetrix, a wholly owned subsidiary of Navigant Consulting, Inc., provides healthcare organizations and physician practices with comprehensive revenue cycle management solutions. Its solutions have the flexibility to accommodate the specific needs of each client and are designed to achieve high revenue cycle performance with a seamless process integrating patient access services, revenue integrity services, health information management and patient financial services. More information about Navigant Cymetrix can be found at navigantcymetrix.com.

About Navigant

Navigant Consulting, Inc. (NYSE: NCI) is a specialized, global professional services firm that helps clients take control of their future. Navigant's professionals apply deep industry knowledge, substantive technical expertise, and an enterprising approach to help clients build, manage and/or protect their business interests. With a focus on markets and clients facing transformational change and significant regulatory or legal pressures, the Firm primarily serves clients in the healthcare, energy and financial services industries. Across a range of advisory, consulting, outsourcing, and technology/analytics services, Navigant's practitioners bring sharp insight that pinpoints opportunities and delivers powerful results. More information about Navigant can be found at navigant.com.

“Navigant Cymetrix has been the most responsive outsource company I have ever worked with. They function as part of our family.”

EDWARD FARR
SENIOR DIRECTOR OF
HEALTH INFORMATION MANAGEMENT

THE RESULTS

Since the inception of the partnership with Navigant Cymetrix, Columbus Regional Health has achieved the following results:

REDUCED COST-RUN-RATE:

~\$1M OR 35%

REDUCED DNFB ACCOUNTS BY

67%

from 10,571 to 3,441

REDUCED DNFB AMOUNT BY

76%

from \$36,310,914 to \$8,581,200

