

Coding Engagement Case Study

The Client

A leading multi-specialty physician group affiliated with a nationally ranked academic health system in TX that does **\$5 billion** in annual revenue

Scope of Engagement

The client partnered with us to manage coding validation for two high-volume service lines—Primary Care and Electrocardiogram (EKG)—with a combined monthly throughput of 40,000 claims (20,000 each). These claims were routed through Epic-based queues for validation.

Challenges Identified

- **Volume-Capacity Mismatch:** With high recurring claim volumes, the client faced operational strain and delays, compounded by staffing fluctuations.
- **Unnecessary Workload:** Overly broad validation edits triggered manual review of low-risk encounters, creating rework and congestion in Epic coding queues.
- **Denial Concerns:** The organization reported a 7% coding-related denial rate, impacting both cash flow and team bandwidth.

The Solution

We deployed a nimble team with deep experience in Epic workflows and coding audit frameworks. Ramp-up time to productivity was under a week, and we committed to a 2-business-day turnaround time (TAT) on all claims assigned.

Execution Highlights



SOP and Documentation Development

Created thorough SOPs and process documentation to standardize operations



Deployment and Scalability

Scaled to meet full monthly volumes from Day 5 onward and delivered 100% adherence to TAT from go-live



Real-Time Audits

Incorporated real-time audit checkpoints before claims were finalized



Minimize Duplication

Implemented a targeted review process to avoid duplicate validation



Provider Education

Flagged missing documentation trends for Annual Wellness Visits (AWVs) and preventive visits



Edit Optimization

Suggested claim logic to restrict AWVs to once/year to align with payer rules



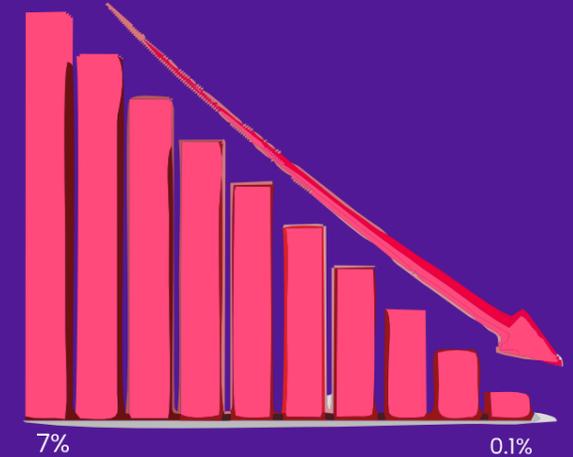
Telehealth Accuracy

Recommended POS and modifier logic to reduce telehealth claim denials based on payer preferences

Emerging Impact

0.1%

coding denial rate on validated claims



Coding Denial Rates



Additional Annual Revenue

~\$4M

in additional yearly revenue gained through reduced coding denials