

### Ongoing Coding Support

**Client Profile:** Large health network with hundreds of locations geographically spread throughout the U.S.

**Challenge:** Significant coding backlog due to previous national outsourced vendor's inability to consistently deliver services as contracted. Lack of system-wide Electronic Health Record EHR system, resulting in wide-spread dependence on paper-based records. Client's vendor onboarding method typically follows a six- to eight-week process. This timeframe needed to be accelerated due to the significant backlog.

**Approach:** Experienced, specialty specific, certified coders were quickly identified to help accelerate the ramp up schedule. Aquity IT teams coordinated with client resources to establish system access and load proprietary desktop applications.

**Results:** The Aquity remote coding support services team accomplished:

- Coordinated with client IT staff to immediately gain platform access and facilitate application orientation. Achieved full production for nine coders within the first three days and added an additional five coders two days later, all fourteen fully oriented on client workflow and service level agreement requirements as they started production.
- Processed daily workflow and reduced existing backlog by more than 500 records within first week of production.
- Due to early program success, Aquity adapted to client's change of scope and added three additional facilities not initially identified in the original project.

To learn more about Aquity Solutions coding support services, contact us today at [info@aquityolutions.com](mailto:info@aquityolutions.com).



Success Story