



Client Success Story Medical Coding Education & Training



Success Story

Hospital System Boosts Health of Coding Staff, Revenue Cycle & Bottom Line



Challenge

Our client needed the ability to recruit, retain, and provide continuous education for coders to support their ever-expanding and diverse patient population. The organization understood that consistency in coding drove data integrity, which, in turn, led to quality reporting, accurate reimbursement, reduction of denials, and more.

The provider's stellar reputation for delivering high-quality care dictated high expectations for a coder training and management program. Given the time and budget-stretching resources required to train their ever-expanding coding staff (150+), while creating a long-term and world-class coding solution, they turned to AQuity Solutions™.

Objectives

The client's primary objective was to implement a modernized, streamlined and systematic coder training program for hiring and retaining new and existing staff (physician and hospital coders). Additionally, the organization had several other important goals:

- Safeguard data integrity, identify trends and minimize coding errors
- Develop a mechanism for proactively identifying and addressing coding challenges
- Cross-train outpatient coders across several specialties
- Ensure all coders enjoyed easy access to evolving coding changes and requirements to keep skills current and up-to-date
- Establish a system with thorough content allowing for macro/micro levels of transparency for the comprehensive management of coders and coding teams.

“ The management tools in AQuity Academy are amazing! It gave me the opportunity to train new coders and cross-train existing coders with such ease. Mainly it gave me more control and transparency yet required less of my time - this really is a game-changer! And it was a pleasure working with the AQuity team. Everyone was extremely professional and brought deep knowledge to the project, and they continue to deliver the same exceptional service; great job! ”

HIM, Coding Manager

Key Highlights

Not-for-profit community health system comprised of:

16

HOSPITALS

25

QUICKCARE LOCATIONS

50

URGENT CARE CENTERS

610

CLINIC PHYSICIAN LOCATIONS

2770+

CLINIC MEMBERS

REAL-WORLD RESULTS:

150+

CODERS GENERATING MORE ACCURATE CODING, CLEANER CLAIMS, AND FEWER DENIALS.

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Solution

AQuity Solutions proposed their AQuity Academy™—an online, user-friendly platform to ensure the proper training, education, and management of internal and external coding staff.

AQuity's approach was grounded in this cornerstone principle:

Consistent coding education drives compliant coder training and consistent code application across an organization. The result is sound data—imperative for internal and external reporting, decision-making and a healthier bottom line.

Designed to support comprehensive management of coders and coding teams, AQuity Academy™ also allowed managers to quickly modify training schedules based on workload, department, and coder capacity.

AQuity simultaneously implemented a wide range of customized coder training across the healthcare organization.

The configurable AQuity Academy™ platform gave Piedmont the ability to design, implement, and maintain an efficient, easy-to-manage and comprehensive coder training process that came in under budget.

Most importantly, the training effectively yielded more accurate coding, cleaner claims, and fewer denials.

Targeted Results

AQuity Academy's automated training and management process:

- Encapsulated all aspects of training and reporting and provided one source for coder data, reports, outcomes, results, and test scores.
- Dramatically improved accuracy and delivered an overall reduction in claim denials. Provided managers with control over online education tracks to customize both deployment as well as real-time reporting for consistent evaluations.
- Enabled managers to cross-train coders and provide specialty service-line training.
- Provided resources to identify trouble areas for ongoing, targeted education initiatives. Became a source for coders to obtain CEU's remotely and
- Became a source for coders to obtain CEUs remotely and receive Certificates of Completion (AHIMA & AAPC)

Enhanced Care AND Bottom Line

Thanks to AQuity Academy™, our client's trainees came away with a more solid understanding of how accurate, efficient coding can improve the quality of care and an organization's bottom line.

At a Glance

AQuity Academy™ is the training platform for ICD-10, CPT, and E&M medical coding preferred by hospitals, medical clinics, and academic health networks.

It effectively equips hospitals, clinics, and physician practices with the tools to generate accurate reimbursement, comply with coding and billing requirements, and avoid financial penalties.

User-friendly and easy to navigate, the platform accommodates diverse learning styles through interactive teaching tools that ensure knowledge transfer, retention and on-the-job application

About AQuity

Headquartered in Cary, NC, AQuity provides solutions for 21 of the Top 25 and over half of the Top 250 health systems in the United States.

AQuity employs over 7,500 clinical documentation specialists, medical coders, and revenue integrity specialists across the United States, India, Australia, Canada, and the U.K.

With over 40 years of award-winning experience in healthcare, AQuity is recognized year after year by KLAS and Black Book as a leading vendor in multiple disciplines. AQuity is privately held.

WANT TO LEARN MORE?

Reach out today for a no-obligation demonstration.