Programs

Medical Record Review Program

The Medical Record Review is an opportunity for a practice to evaluate its coding selections based on a review of the clinical documentation. The findings of the review enable the practice to focus its attention on those specific areas impacting reimbursement or compliance. The review can be a stand-alone activity or combined with other educational or practice assessment programs.

The Medical Record Review includes:

- Assistance with the sampling methodology for the selection of records included in the review
- A review of a subset of clinical encounters and associated claims for adherence to published CPT-4 and ICD-9 guidelines, documentation guidelines for E/M and Teaching Physician Services, and other federal regulatory guidelines
- An analysis of the data consisting of detailed information regarding coding and documentation issues
- An analysis of the financial impact of any potential lost charges and audit risks identified during the review
- Written and verbal feedback on findings and recommended changes

Your practice receives:

- A written spreadsheet report for each provider detailing the findings of the review
- A detailed spreadsheet report grouped by specialty and type of service
- A written narrative summary explaining key findings of the review
- A list of all exceptions including medical record number, date of service, provider, and detail of exception
- Verbal and written recommendations identifying behavioral changes necessary to ensure compliance
- Support for coding and documentation issues for 30 days following completion of the review

Compliance Program

The objective of the Compliance Program is to identify and limit the potential liability of the practice. Maintaining an effective compliance program demonstrates a commitment to conducting business in an ethical manner.

A well-designed compliance program can:

- Speed and optimize proper payment of claims
- Minimize billing mistakes
- Reduce the audit risks
- Avoid conflicts with federal guidelines and regulations

The program development includes:

- The preparation of a written plan that follows the guidelines included in the Office of Inspector General's (OIG) Compliance Program for Individual and Small Group Practices
- Recommendations for implementing the seven steps outlined in the OIG's plan based on the size and structure of the practice
- Assistance with the identification of a compliance officer or creation of a compliance committee
- Development of internal policies and procedures to support the written plan
- Creation of monitoring programs to ensure incorporation of the plan into practice activities
- Development of tools for monitoring compliance activities and implementing corrective actions
- Training of providers and staff on effective program implementation

Your practice receives:

- A written, individualized compliance plan that takes into consideration the needs of the practice
- Assessment of risk areas based on existing practices
- Practical strategies for the implementation of the plan
- Written policies and procedures based on identified risk areas and the administrative structure of the practice
- Tools and guidelines for conducting internal reviews and educational programs
- Templates for recording compliance activities and corrective action plans
- On-site assistance in initial program implementation and education

Comprehensive 3-Step Program

A comprehensive program including assessment, implementation and monitoring is available for your practice. Please contact us for more information on how this program can benefit you.