

Internationally-based Coding and Nurse Review Services

There are multiple benefits associated with the use of internationally-based remote coding resources. With the ability to provide highly skilled, credentialed resources combined with round the clock coding and nurse review coverage, LexiCode meets provider needs via flexible access to consistent, secure, credentialed international coding resources.

Remote Coding Specialists – International

Experienced, credentialed (CCS, CCS-P, CIC, CPC) RN's are available to code the following record types:

- Acute care facility: Inpatient, Outpatient Surgery, Ancillary, Emergency Department with or without facility and professional E&M, Injection and Infusion Therapy
- Physician practice: Clinics with professional E&M

Each coder continuously participates in our Corporate Compliance Program. Coders are also required to participate in our daily, concurrent quality assurance program that reviews samples of each coder's work for consistency, accuracy and confirmation that the coder meets our minimum 96% coding accuracy standard.

Nurse Review Services – International

Our international team of credentialed (CCS, CCS-P, CIC, CPC) RN's are available to review all medical record documentation and coding accuracy.

LexiCode meets provider needs via flexible access to consistent, secure, credentialed international coding resources

Reviews can be customized to meet the needs of any client and can include:

- Legal Review for drug and medical device adverse reactions
- Worker's Compensation or Accident Case Documentation Review
- Medical Necessity Review
- DRG Validation
- Patient Safety Indicator Documentation Reviews
- Clinical Documentation Reviews

Internationally-based Coding and Nurse Review Services

Each nurse participates in both our Corporate Compliance Program as well as our daily, concurrent quality assurance program.

Benefits of LexiCode Remote Resources

- Remote coders take on the task of coding records offsite, a better value for the hospital.
- Guaranteed completion of coding and/or review services, within agreed upon time frames
- Consistently reduce unbilled totals while eliminating the impact of staffing shortages and turnover
- Concurrent quality assurance and ongoing reporting and feedback is provided to all clients
- Eliminate benefits costs (health insurance, paid time off, etc.) provided to internal coding and review staff
- Flexibility to secure gap coverage needs, when necessary
 - Long term or short term contracts, from holiday/vacation coverage to fully outsourced services
- Multiple options to access medical records
 - Secure access to your facility's electronic medical record
 - Interface with other e-coding software
 - On-site records scanning with remote indexing and coding of medical records
- Eliminate space issues within department or facility

LexiCode Remote Center Operations

- Fully HIPAA compliant access to client systems with minimal risk of downtime
- Equipped with desktop PC's, secure network, protected by firewall and antivirus software
- Coding operations and technical support available 24 hours, 7 days a week
- Full- and part-time staff available for full time, holiday and weekend support
- Highly experienced management team with access to the most up-to-date coding resources available
- All coders and nurse reviewers have successfully completed LexiCode's training program
- 24 hour, 7 days a week, security guards at all entry points to Clark Freeport zone, site of the LexiCode U.S. facility
- Compliance Officer controls all access to the facility where a "no badge, no entry" policy is strictly enforced
- Fingerprint scanning devices are installed for entry into all secured spaces, including all production rooms, management offices and training area

International Coding Support: The Philippines

The Philippines, and their U.S. licensed clinicians, support U.S. health systems with a broad array of outsourced healthcare services.

Many firms utilize, promote and sell “off-shore” resources. These resources may be based in India, China and Indonesia, Central America or a number of other countries. However, of top firms who choose to provide outsourced resources, few overlook working with the medical and nursing resources available in the Philippines.

This overview provides a glimpse inside the Philippines and why U.S. health care systems and providers prefer to use Philippine-educated clinicians in a variety of roles.

The Philippines as a Clinician and Nursing Educator

The clinician and nursing education system in the Philippines has been growing steadily for over 50 years, based almost solely on the demand for RN’s by U.S. healthcare systems and providers.*

- English is the national language and all medical and nursing education is conducted in English
- There are approximately 460 nursing colleges that offer Bachelor of Science of Nursing programs in the country**
- Statistics from the National Council of State Boards of Nursing (NCSBN) showed that out of 62,000 examinees, Filipino nurses constitute 61 percent of foreign educated, first-time candidates qualifying for the US-NCLEX-RN examination
- The Philippines has the world’s largest pool of U.S. licensed Registered Nurses outside of the U.S.. Filipino nurses are the top foreign-educated nurses qualifying in the said exam, followed by India, South Korea, Canada and China. About 40 percent of foreign-educated nurses in the U.S. are Filipinos (NCSBN)
- Known as the largest exporter of nurses worldwide, 60,000 new Registered Nurses graduate in the Philippines each year

* Ordonez & Gandeza, 2004

** Lorenzo, Galvez-Tan, Icamina & Javier, 2007

International Coding Support: The Philippines

Many Philippine Nurses Choose to Work with Outsourcing Firms

For those clinicians who choose not to move overseas, roles with outsourcing firms are highly sought after due to high pay levels vs. working in Philippine hospitals. As a result, outsourcing roles tend to attract the strongest graduates, supporting the level of expertise and quality demanded by U.S. health systems.

- The Philippines has more than 20 years of history as a destination for healthcare outsourcing services
- Philippine healthcare outsourcing revenues quadrupled from 2010 to 2012. The Philippine healthcare outsourcing industry is expected to double in size by 2016.*
- Philippine clinicians possess strong English language skills and cultural affinity with the United States
- The healthcare outsourcing industry has built up around a 24/7 model to support around the clock service delivery (U.S. office hours and overnight), enhancing productivity and output for U.S. health systems in a cost effective manner
- Deep government support for both educational programs for nursing and for the healthcare outsourcing industry continues to fuel the growth

The Philippines has the world's largest pool of U.S. licensed Registered Nurses outside of the United States

Various Outsourced Healthcare Services are Based in the Philippines

Beyond providing trained and licensed nursing resources in staff and leadership roles in the U.S., a wide variety of healthcare services based in the Philippines are currently utilized by U.S. health systems and providers. These services include:

- Medical Coding
- Document Lifecycle Management including EMR
- Medical Data Entry
- Medical Billing
- Health Claims Processing
- Care Management Services
- Transcription Services

* Everest Group, 2013