

Case Study:

Auto injury claims review provider uses LexiCode's coding team to improve quality levels, cut costs, and reduce turnaround time

Challenge

An auto injury claims review solution provider had concerns over the quality, turnaround times, and security of previous vendors in processing their "Demand Packages."

Their administration was interested in a cost-effective solution for their reverse coding claim needs that would utilize AHIMA credentialed coders as well as improve on the performance security and infrastructure provided by the previous vendor.

Solution

This solution provider was able to consolidate the demand packaging and reverse coding support into one vendor by opting to use Exela and LexiCode.

LexiCode was able to improve overall quality, provide a secure infrastructure and working environment as well as commit to very tight turnaround times and quality levels. LexiCode provided credentialed coders, quality coding, and ongoing QA, while also saving costs, by using our International remote coding team.

Benefits



Improved quality and met turnaround times



Provided client with access to a flexible and expandable pool of trained and AHIMA credentialed coding specialists critical to their growing business.



Reduced processing time by a week and improved productivity by 15%

Improved knowledge transfer

Higher quality results earlier



Provided higher quality results in a secure HIPAA environment