As a national subspecialty pathology lab provider, the provider quickly adapted to the trend that early detection and more accurate diagnosis is a key component to improved healthcare. Given this successful approach, it has expanded its expertise into dermatopathology, gastroenterology, hematology and urology subspecialty areas.

With this expanding services model, the adoption of cutting edge diagnostic capabilities and the introduction of innovative offerings, the organization has experienced rapid and continued growth resulting in significantly increased test volume.

Current Service Offerings:

- Expert Anatomic Pathology Services in dermatology, gastroenterology, hematology and urology
- Diagnostic comparative reporting analytics
- Microscopy and immunohistochemistry
- Integrated molecular diagnostic services

The Challenge

The organization recognized the need for an improved, yet cost effective, solution for their coding needs that utilized credentialed coders. With ICD-10, they recognized that they would be faced with a number of challenges:

- High backlog levels
- Availability of credentialed coders near their facilities
- Ongoing training requirements relative to ICD-10

The Strategy

Management realized a need for a different approach to meeting both their current, as well as future, coding requirements. Corporate leadership determined that LexiCode could meet all their internal corporate coding goals:

- Backlog prevention
- Ability to meet turnaround times
- 24/7 access to dedicated, credentialed resources, including those with ICD-10 coding expertise
- QA processes that supported corporate compliance requirements

Implementation

Under the supervision of LexiCode's Vice President of Remote Operations, a secure connection was established to our remote center in the Philippines and India as well as the remote coding center in Columbia SC. In conjunction with establishing connectivity, LexiCode worked directly with the client's management team to set up policies and procedures for coding and abstracting.

With specific requirements defined, LexiCode identified a core group of LexiCode AHIMA and/or AAPC credential domestic and international coders and auditors specifically tasked to meet the client's specific needs and coding requirements.

The best practice approach for accomplishing objectives included:

Phase I:

- Assign a dedicated LexiCode Account Manager and Quality Assurance Manager
- Assess the client's technological environment
- Define specific coding needs (record types and turnaround times)
- Define and review abstract requirements
- Define facility specific coding policies

Phase II:

- Collaborate with client's IT department to establish and maintain secure systems access
- Create logins, test and implement remote access capabilities
- Test all access

Phase III:

- Move into production and begin coding remotely
- Implement mutually agreed upon QA processes
- Establish ongoing status call with LexiCode and the client's leadership team

The Process

Once secure systems connectivity was established, password-protected individual logins were established for the assigned coders. The abstract system and facility specifics were reviewed within the LexiCode team.

Sample coding sets were jointly reviewed by LexiCode and the client to confirm required coding set expertise, required accuracy and quality levels and to establish expected volume levels.

The Results

- Labor operating expenses declined 50%
- LexiCode provides a 24 hour turnaround time from receipt of the record and has met this requirement at a 95% rate
- LexiCode and the client hold weekly status calls to review industry coding changes, processes, staffing, and turnaround time levels

Our dedicated Account Manager and Quality Assurance Manager review and provide QA and productivity measurements, on a monthly basis, to assure LexiCode is meeting the client's stringent compliance standards and requirements.