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

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

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.

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

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

QUALITY ASSURANCE MANAGER MC, RN, CCS, CCS-P
Quality Assurance Manager, Remote International Division

Experience

Quality Assurance Manager 2011-Present

- ICD-9-CM and DRG validation audits to ensure accurate case mix index, reimbursement and compliance
- CPT/APC audits to ensure accurate reimbursement and compliance
- Evaluation & Management audits for facility and physician-based coding
- Clinical knowledge necessary to identify opportunities to query physicians for diagnosis clarification and the impact on reimbursement
- Understanding of implications of appropriate discharge disposition assignment
- Experience providing concurrent review and educational feedback activities with coding staff

Remote Coding Specialist 2010 – 2011

Perform health information coding services for LexiCode clients in the following areas:

- Health information coding: inpatient, outpatient, emergency room, and ancillary services
- Knowledge of various facility level evaluation and management coding guidelines
- Facility and physician based evaluation and management coding
- Coding performed remotely for acute care facilities ranging in size from small rural hospitals to large medical systems and teaching facilities
- Extensive experience with coding Emergency Department records including capture of injections and infusions, facility E&M level assignment and awareness of medical necessity coding requirements
- Record reviews for medical necessity in conjunction with LCD's
- Coding using various electronic medical record formats, abstracting systems and billing systems
- Clinical knowledge necessary to identify opportunities to query physicians for diagnosis clarification and the impact on reimbursement
- Understanding of implications of appropriate discharge disposition assignment
- Health Information Management Department activities including gathering and maintenance of statistical data, coding and abstracting, transcribing, record retention and release of information
- Outpatient surgery CPT coding to include the following body systems for both facility and professional coding; vascular, nervous, urinary, integumentary, musculoskeletal, cardiovascular, digestive, reproductive and nuclear medicine

- Reverse coding experience for auto accident, workers compensation and medical insurance claims
- Comprehensive coding services provided from the scene of the accident (including EMS) through post injury therapy
- Experience in reviewing auto accident records to identify related injuries and treatment plans for litigation cases
- Experience in reviewing workers compensation records to identify related injuries and treatment plans for litigation cases
- Experience in reviewing medical records to identify and flag onset and complications of drug or medical device adverse reactions
- Finalizes patient fact sheets for the attorneys to present in court regarding the patients injuries
- Extensive clinical background provides an understanding of disease processes and treatment plans

Intensive Care Unit Nurse, Acute Care Hospital 2008 – 2009

Responsible for patient care including: administering medication, following physician orders and treatment plans based on hospital policies

Provision of patient care, maintain patient's clinical records

Skills and Competencies

Coding: ICD-9-CM, CPT, E&M and HCPCS

Payment methodologies: CMS-DRG, MS-DRG, APC

HIM Software: 3M, TruCode, QuadraMed, Onbase, Webstrat, Quadax, 3M/HDM

Business Software: Microsoft Office products

Education And Training

Bachelor of Science in Nursing, Gordon College, Olongapo City, Philippines

Certified Coding Specialist (CCS)

Certified Coding Specialist, Physician Based (CCS-P)

Philippines Registered Nurse (RN)

LexiCode Coder Development Program

NURSE REVIEWER & CODING SPECIALIST JL, RN, CCS, CCS-P
Remote Coding Specialist, Remote International Division

Experience

Remote Coding Specialist 2010-Present

Perform health information coding services for LexiCode clients in the following areas:

- Health information coding: inpatient, outpatient, emergency room, and ancillary services

- Knowledge of various facility level evaluation and management coding guidelines

- Facility and physician based evaluation and management coding

- Coding performed remotely for acute care facilities ranging in size from small rural hospitals to large medical systems and teaching facilities

- Extensive experience with coding Emergency Department records including capture of injections and infusions, facility E&M level assignment and awareness of medical necessity coding requirements

- Record reviews for medical necessity in conjunction with LCD's

- Coding using various electronic medical record formats, abstracting systems and billing systems

- Clinical knowledge necessary to identify opportunities to query physicians for diagnosis clarification and the impact on reimbursement

- Understanding of implications of appropriate discharge disposition assignment

- Health Information Management Department activities including gathering and maintenance of statistical data, coding and abstracting, transcribing, record retention and release of information

- Outpatient surgery CPT coding to include the following body systems for both facility and professional coding; vascular, nervous, urinary, integumentary, musculoskeletal, cardiovascular, digestive, reproductive and nuclear medicine

- Reverse coding experience for auto accident, workers compensation and medical insurance claims

- Comprehensive coding services provided from the scene of the accident (including EMS) through post injury therapy

- Experience in reviewing auto accident records to identify related injuries and treatment plans for litigation cases

- Experience in reviewing workers compensation records to identify related injuries and treatment plans for litigation cases

- Experience in reviewing medical records to identify and flag onset and complications of drug or medical device adverse reactions
- Finalizes patient fact sheets for the attorneys to present in court regarding the patients injuries
- Extensive clinical background provides an understanding of disease processes and treatment plans

Private Duty Nurse 2009 – 2010

Company Nurse, Large Call Center 2009 – 2010

Skills and Competencies

Coding: ICD-9-CM, CPT, E&M and HCPCS

Payment methodologies: CMS-DRG, MS-DRG, APC

HIM Software: 3M, TruCode, HIM Software: McKesson HPF Webstrat, Quadax, Quantim, E web coding, Star

Education And Training

Bachelor of Science in Nursing, Angeles University Foundation, Angeles City, Philippines

Certified Coding Specialist (CCS)

Certified Coding Specialist, Physician Based (CCS-P)

Philippines Registered Nurse (RN)

LexiCode Coder Development Program

NURSE REVIEWER & CODING SPECIALIST EN, RN, CCS, CCS-P
Remote Coding Specialist, Remote International Division

Experience

Remote Coding Specialist 2010-Present

Perform health information coding services for LexiCode clients in the following areas:

- Health information coding: inpatient, outpatient, emergency room, and ancillary services

- Knowledge of various facility level evaluation and management coding guidelines

- Facility and physician based evaluation and management coding

- Coding performed remotely for acute care facilities ranging in size from small rural hospitals to large medical systems and teaching facilities

- Extensive experience with coding Emergency Department records including capture of injections and infusions, facility E&M level assignment and awareness of medical necessity coding requirements

- Record reviews for medical necessity in conjunction with LCD's

- Coding using various electronic medical record formats, abstracting systems and billing systems

- Clinical knowledge necessary to identify opportunities to query physicians for diagnosis clarification and the impact on reimbursement

- Understanding of implications of appropriate discharge disposition assignment

- Health Information Management Department activities including gathering and maintenance of statistical data, coding and abstracting, transcribing, record retention and release of information

- Outpatient surgery CPT coding to include the following body systems for both facility and professional coding; vascular, nervous, urinary, integumentary, musculoskeletal, cardiovascular, digestive, reproductive and nuclear medicine

- Reverse coding experience for auto accident, workers compensation and medical insurance claims

- Comprehensive coding services provided from the scene of the accident (including EMS) through post injury therapy

- Experience in reviewing auto accident records to identify related injuries and treatment plans for litigation cases

- Experience in reviewing workers compensation records to identify related injuries and treatment plans for litigation cases

- Experience in reviewing medical records to identify and flag onset and complications of drug or medical device adverse reactions

- Finalizes patient fact sheets for the attorneys to present in court regarding the patients injuries

- Extensive clinical background provides an understanding of disease processes and treatment plans

Private Duty Nurse 2008 – 2010

Worked in various hospital care units including medical/surgical, emergency department and intensive care unit. Conducted seminars regarding a variety of medical and nursing topics at both hospitals and local colleges.

Skills and Competencies

Coding: ICD-9-CM, CPT, E&M and HCPCS

Payment methodologies: CMS-DRG, MS-DRG, APC

HIM Software: 3M, TruCode, McKesson HPF Webstrat, Quadax, Quantim, E web coding

Education And Training

Bachelor of Science in Nursing, Holy Angel University, Angeles City Philippines

Certified Coding Specialist (CCS)

Certified Coding Specialist, Physician Based (CCS-P)

Philippines Registered Nurse (RN)

LexiCode Coder Development Program

OPERATIONS MANAGER AP, RHIT

Operations Manager, Remote International Division

Experience

Operations Manager, LexiCode (international) 2010-Present

- Supervision of quality assurance, shift management, coordination of work teams, problem solving, monitoring security, and communication with clients and vendors
- Management oversight of more than 75 credentialed coding professionals
- Overall management of LexiCode's International Coder Development Program, including development of curriculum and instruction
- Provides customer support and quality assurance to more than 100 healthcare providers in the US and internationally
- Conducts evaluations analyzing provider documentation, producing improved quality and appropriate code assignments for hospitals
- Conducts Evaluation & Management audits for facility and physician-based coding
- Conducts CPT/APC audits to ensure accurate reimbursement and compliance
- Management of accounts receivables for Health Information Management coding functions
- Performs coding using various electronic medical record formats, abstracting systems and billing systems
- Experience with interventional radiology records coding
- Extensive experience with facility and physician based evaluation and management, inpatient, outpatient, emergency room, and ancillary services coding
- Clinical knowledge necessary to identify opportunities to query physicians for diagnosis clarification and the impact on reimbursement

Contract Coder, State Hospital Association 2002 – 2011

- Health information coding: emergency room, and ancillary services
- Coding Manager for acute care facilities responsible for coordinating coding processes
- Coding Department Management including record reviews, accounts receivable tracking and daily coding operations
- CPT/APC audits to ensure accurate reimbursement and compliance

Coding and Quality Assurance Manager, Emergency Medicine Consulting Firm 2001 – 2002

- Health information coding: emergency room, and ancillary services
- Extensive experience with coding Emergency Department records including capture of injections and infusions, facility E&M level assignment and awareness of medical necessity coding requirements
- Coding Manager for acute care facilities responsible for coordinating coding processes
- Coding Department Management including record reviews, accounts receivable tracking and daily coding operations

Coding and Quality Assurance Manager, APC Coordinator 2000 - 2001

Outpatient Coding Specialist 1999 - 2000

Inpatient Coding Specialist, Acute Care Facility 1998 - 1999
- Coding Department Management including record reviews, accounts receivable tracking and daily coding operations
- Health Information Management Department activities including record assembly and analysis, filing, correspondence and other technical duties
- APC audits to ensure accurate reimbursement and compliance

Coding Auditor and Reimbursement Analyst 1998 - 1998

Professional Fee Coder, Acute Care Facility Physicians Practice 1997 - 1998
- CPT/APC audits to ensure accurate reimbursement and compliance
- Evaluation & Management audits for and physician-based coding
- Health information coding: inpatient, outpatient, emergency room, and ancillary services

Professional Fee Coder, Emergency Medicine Specialist 1996 - 1997
- Health information coding: emergency room ancillary services

Medical Records Director, Nursing Home Facility 1995 - 1996
- Research and resolution of billing problems for diagnosis and procedures related to Business Office issues
- Health Information Management Department activities including record assembly and analysis, filing, correspondence and other technical duties

Skills and Competencies

Coding: CPT and E&M, IP, OPS, ER

Payment methodologies: APC, MS DRG, APR DRG

HIM Software: 3M, HBOC, McKesson EPF, McKesson HPF, Star Navigator, Meditech, IDX

Business Software: Microsoft Office products

Education And Training

United States Navy, Retired

Associate's Degree in Health Information Management, Florida State College

Registered Health Information Technician (RHIT)

LexiCode Coder Development Program

I have had issues with prior offshore support, either transcription and/or coding. How do I know yours will be different?

LexiCode requires that all of our coding team, domestic or international, successfully complete our rigorous 14-week training process, support our QA processes, and continuously meet our minimum accuracy requirements.

LexiCode clients receive the benefit of designated Account and QA managers who oversee workflow and turnaround times. Both of these roles are further supported by our Vice President of Remote Operations.

In addition, our quality practices and demanding training programs set us apart from other companies by providing highly trained coders who receive continuous feedback and education to maintain quality and enhance their skills.

Lastly, LexiCode enforces its own Corporate Compliance Plan with strict requirements for quality and education, which is identical for both our domestic as well as our international team members.

If we utilize these resources, who will I have daily communication with?

All communications will be with your assigned Remote Account Manager, who is located at our offices in Ballentine, South Carolina.

Are your coders credentialed and, if so, what are they?

All of our international coders are RNs and are credentialed, through AHIMA, as CCS and/or CCS-P.

Are there any language barriers the coders may face reading English medical records?

No. English is the national language of the Philippines and all college and nursing coursework is taught in English in the Philippines. In addition, AHIMA examinations are administered in English and LexiCode's Coder Development Program is also taught and tested in English.

What type of quality assurance does LexiCode provide to its clients using their Philippine operations?

LexiCode will perform 100% concurrent QA for all new clients and coders assigned to your account until Corporate Compliance standards are consistently met.

Once a coder is transitioned from 100% review, LexiCode continues to conduct random reviews.

Lastly, LexiCode provides a monthly QA letter as part of our services to all of our clients.

Where is your facility located? What about HIPAA compliance? Is it secure?

LexiCode's Philippines Remote Center is located at Clark Freeport zone, a former US military base.

There are security guards at all entry points to Clark Freeport zone, 24/7/365, a security guard at the gate to PhilExcel Compound where the LexiCode building is located, and a SourceHOV Compliance Officer, who manages all access into the LexiCode building.

We have a "no badge, no entry" policy, which is strictly enforced at our facility. F-7 fingerprint scanning devices are used for access into all secured areas. Our secure areas include all production areas, management offices and our training room.

In addition, all computers are encrypted with unique client and employee logins. Client software and PHI are not downloaded and our clients maintain all control of all systems access. If any concerns arise, all clients have the ability to terminate our access to their systems at any time.

Lastly, printers are not allowed in any production area, eliminating any opportunity for printed records to be created or leave the facility.

How will the time difference affect my turnaround times?

There is a 12 hour time difference which means our Philippines team will be working during evening and night time hours in the US. As a result, the combination of your coders and LexiCode's Philippine coders results in providing 24 hour coding support.

Can I have a sample set of records coded to check quality and turnaround?

Yes, We can facilitate coding of a sample set of records to assure you of the quality and accuracy that is provided before you make any decision to use our Philippines-based resources.

Do I have the flexibility to send only specific record types to your Philippine coders?

Yes, you can choose to have only specific record types, ancillary records or ER's worked on by our Philippines team. If you choose to add additional records types at later date, we are happy to accommodate you.

Can you provide client references?

Yes, LexiCode has references ranging from large Level 1 trauma centers and academic medical centers to pathology outpatient clinics who will attest to the support and quality our Philippine team provides.

What is LexiCode's Coder Development Program?

LexiCode's Coder Development Program is an intense training program that ALL our coders, both domestic and international, must successfully complete. Our Philippine team completes a 14 week program, in a class room setting, where they are taught coding guidelines, focused on building skills sets through a combination of lectures, online learning, independent study and coding of actual medical records. They also are required to participate in the Corporate Compliance Assessment and Monitoring and undergo intense weekly testing and training.

I don't want to send coding work offshore when we need to keep jobs in the US. Why is LexiCode moving in this direction?

LexiCode developed our offshore coding center to help offset the anticipated coding shortages and demands that the ICD-10 implementation will present.

Domestically, the US healthcare provider marketplace is already challenged with a shortage experienced and qualified coders. We face the same obstacles your facility encounters when it comes to recruiting, training and retaining quality coders. Our Philippines Remote Center and staff was designed to support the additional coding needs and assist in maintaining continuous throughput, productivity levels and cash flow within US healthcare facilities.

What qualifies your international coders to review medical records for litigation cases?

In addition to being AHIMA certified coders they are also Registered Nurses. Their clinical background provides a more in-depth understanding of disease processes and associated treatment. In nursing school they are also taught to write and implement treatment plans for patients.

Has your staff ever been asked to appear in court for litigation cases?

Typically a settlement is reached before the cases go to court. We usually provide the attorneys with a Patient Fact Sheet (PFS), a detailed summary of our findings. PFS identify everything from onset of occurrence, treatments received, tests performed, how frequently the patient was seen, consultations, specialist visits, associated complications/injuries etc.

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

LexiCode
AN **EXELA TECHNOLOGIES** BRAND

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

LexiCode
AN EXELA TECHNOLOGIES BRAND

1,140-Bed, 4 Hospital Health System
Southeast U.S.

"Our experience with international services has met our needs and our quality standards. The turnaround time, follow up and administrative support has certainly contributed to our satisfaction, and is a constant reminder of their goal to provide outstanding customer service."

System Manager
Coding Services
HIM Department

Current Clients Utilizing LexiCode International Coding Resources

Healthcare Providers

- 1,140-bed, 4 hospital health system, Southeast U.S.
- 854-bed academic medical center, East U.S.
- 820-bed academic medical center, East U.S.
- 553-bed healthcare network, Southeast U.S.
- 500-bed children's hospital, Southwest U.S.
- 400-bed, 2 hospital system, South U.S.
- 350-bed, short term acute care hospital, Southeast U.S.
- 285-bed medical center, South U.S.
- 50-bed hospital, South U.S.
- 50-bed hospital, Southeast U.S.
- 50-bed community hospital and all associated clinics, Alaska
- Multi-facility sub-specialty pathology lab provider (nationally)

Non-healthcare providers

- Medical review firm, Rocky Mountain region
- National leader in class action, claims processing and settlement notification, Midwest U.S.

Medical Review Firm

"It has been wonderful working with the LexiCode staff in the Philippines. They are knowledgeable, professional, and have a great work ethic. When new projects are introduced, the team learns quickly and exceeds expectations on the work product delivered. The timeliness and security of deliverables has allowed us [the client] the ability to meet or exceed our internal business requirements and deadlines.

The communication is seamless between the U.S. account manager, the Filipino team, and our staff. We receive timely responses to inquiries and the account manager is always available for questions, whenever needed.

We look forward to continuing to work with LexiCode and their Philippines-based team in the future!"