



## Calm Waters AI proves to be “a game changer” in capturing revenue for internal medicine practice.

### CLIENT CHALLENGE

Billing and E/M coding was a challenge for Jamie Taweel, M.D., who operates Grand River Medical Associates in Michigan. "Billing is not something we're well taught in," says Dr. Taweel. "I had to try to become an expert on my own."

While he managed to navigate some of the complexities of E/M coding, he found it daunting to keep up with changing rules and guidelines. Dr. Taweel wears many hats at his practice. "I'm not always able to research and ensure I'm doing everything appropriately," he says.

In addition, Dr. Taweel said his practice typically underbilled out of fear of audits and claims denials.

### THE CALM WATERS AI SOLUTION

After learning about Calm Waters AI, Dr. Taweel implemented the software solution. The technology, he says, “has been dramatic in terms of benefit to my practice.”



“Calm Waters AI has been instrumental in allowing us to capture all of the revenue possible.” -Jamie Taweel, M.D.

## THE IMPACT OF CALM WATERS AI

**Higher revenue capture.** Instead of coding defensively and forfeiting billable revenues, the practice has used Calm Waters AI to eliminate underbilling and capture more revenue. In addition, Calm Waters AI chart audits revealed billing opportunities providers were previously unaware of.

**Increased confidence in billing.** Being able to quickly download an audit defense report supporting E/M coding has increased the providers' confidence in their chart leveling and billing.

**Fewer errors.** Calm Waters AI audits helped Dr. Taweel identify aspects of E/M chart leveling that he and his physician assistant had performed incorrectly.

**Real-time feedback.** The responsiveness of the Calm Waters team to questions increased the providers' confidence and helped them optimize revenues. Dr. Taweel noted, "It's good to know I have someone who can review what we're doing in real-time. I would email a question about whether we could bill for something, and the team would email me guidelines showing what we could do. That has definitely been a game-changer."

**Return on investment.** Dr. Taweel said Calm Waters AI paid "for itself rather quickly."

**Staying current on regulatory changes.** Calm Waters AI's automatic updates enable providers to stay on top of and comply with new regulatory changes.

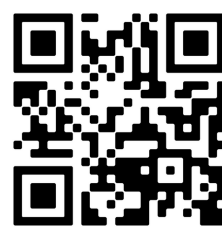
## CONCLUSION

"I would recommend [Calm Waters AI] to anybody who owns a practice and is trying to mitigate risk as well as get a better grasp on all the charges they can capture," said Dr. Taweel.

## ABOUT CALM WATERS AI

Calm Waters AI provides medical coding reviews and audits to a full range of provider clients for all ambulatory specialties to ensure coding compliance. Our complete service offering addresses each client's education, compliance, and revenue-oriented objectives. To enhance the audits, the Calm Waters AI team utilizes our AI-enabled autonomous Evaluation & Management (E/M) coding application that ensures consistency and accuracy.

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Scan the QR code to learn how to  
automate your E/M leveling  
using Calm Waters AI.