



Calm Waters AI



CASE STUDY

Calm Waters E/M audit finds 27% of charts examined were improperly leveled or not codeable, resulting in decreased revenue and greater audit risk for the provider.

CLIENT BAGKGROUND AND OBJECTIVES

A rapidly growing multispecialty group with 400+ physicians engaged Calm Waters AI to perform an independent audit of its E/M documentation coding. Specifically, the group asked Calm Waters to:

- Review current documentation status and assess how well it would withstand an insurance audit
- Determine a starting point of assurance for documentation standards for provider education opportunities
- Identify training opportunities centered around these questions:
 - What steps and documentation are needed to achieve best practices (“CDI”)?
 - Is current documentation meeting the 2021 E/M coding standards?
 - What is required to be ready for the 2023 E/M guidelines?

AUDIT SCOPE AND APPROACH

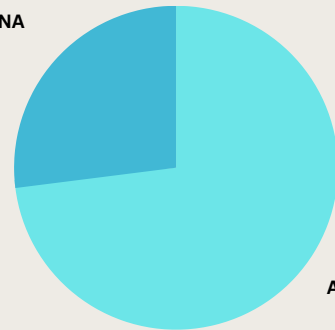
Calm Waters AI performed a complete documentation and coding review, including E/M Levels on 47 cases from a randomized set of 10 physicians. Encounters were imported and ran through the proprietary autonomous coding application, and a certified coding executive reviewed all encounters.

FINDINGS

The audit revealed that 27% of the cases reviewed did not match the coded level by the facility with the auditor and Calm Waters AI E/M technology or did not meet the criteria to be reviewed. Of these:

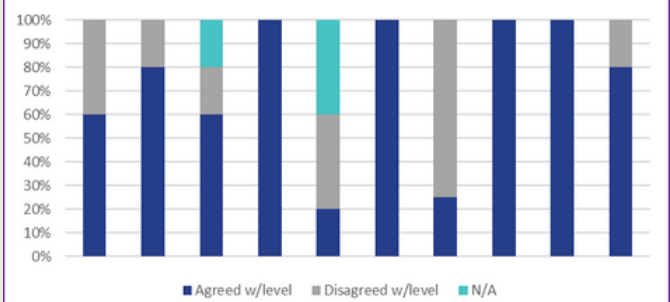
- 10 cases revealed E/M level mismatches
- 3 charts were assessed to be un-codeable

Disagreed w/ level or NA
27%



Agreed w/ level
73%

Breakout by the 10 Providers



RESULTS

Based on the findings from the audit, the group subscribed to Calm Waters AI and chose to implement a quarterly chart review in the future.

” According to Change Healthcare, 65% of denied claims are never resubmitted, which indicates that organizations are also experiencing large amounts of lost revenue due to denials. ”

RECOMMENDATIONS FROM AUDIT

After review of the documentation, with a few modifications by the physicians on the already performed work, Calm Waters recommended that providers:

01

Add documentation to support identifying new vs. established patients, enabling the system to credit the visit with the appropriate E/M code.

02

Document increases in “orders placed and results reviewed and discussed with the patient” level of care on E/M Reviewed and Analyzed and Patient Management grids.

03

Document “review of medications and education plans set in place” increases on the E/M Reviewed and Analyzed and Patient Management grids.

CONCLUSION

The lower compliance status of the practice’s documentation and coding levels could result in a loss of revenue and an increase in denials. In addition, submitting incomplete or inaccurate documentation, such as that uncovered by the audit, increases both denials from payers and the risk of being audited.

Calm Waters AI recommended that the practice implement continuous document improvement to:

- Increase revenue
- Reduce denials
- Decrease administrative costs

To achieve coding accuracy greater than 92% — the standard recommended by Calm Waters AI — the practice should implement the necessary steps to train physicians to minimize or eliminate the identified issues, with consistent monitoring of the documentation to ensure ongoing compliance. For a group this size, Calm Waters AI recommended a quarterly chart review and that, at a minimum, chart reviews should never be less frequent than semi-annually.

About Calm Waters AI

Calm Waters AI provides medical coding compliance reviews and audits to a full range of provider clients for all ambulatory specialties. Our comprehensive services address each client’s education, compliance, and revenue-oriented objectives. To enhance audits, Calm Waters AI uses our AI-enabled, autonomous Evaluation & Management (E/M) coding application that is highly consistent and accurate.

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SCAN



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

