H.I.M.ON CALL
Health Information & Coding Solutions

Baystate Health

One of New England's largest health systems tackles coder staffing deficits and prepares for ICD-10 through long-term partnership with H.I.M. ON CALL.

Provider Profile:
- Academic medical center
- Two community hospitals
- Network of outpatient facilities
- Health insurance plan

Results:
- Ensure optimal coding service
- Achieve highest quality coding
- Free-up internal resources
- Ease transition to ICD-10

Baystate Health is a not-for-profit healthcare provider that includes an academic medical center, two community hospitals, numerous outpatient and primary care facilities, a visiting nurse association and hospice, an ambulance company, a regional reference laboratory, and a health insurance company. Baystate Health is now the largest regional employer in western Massachusetts, and one of the largest health systems in New England.

Background:
The transition from ICD-9 to ICD-10 and associated need to perform dual coding, placed additional pressure on Baystate's HIM Department and coder staffing requirements. Baystate began exploring outsourced, backup coding support several years before the 2015 implementation of ICD-10 in order to meet new coding demands.

Challenge:
Like most U.S. health care providers, Baystate faced a shortage of qualified, experienced clinical coders and turned to outsourced coding services for a solution. However, Baystate was reluctant to place all coding work in the hands of a single outsourced partner. Instead, Walter Houlihan, Corporate Director, HIM, selected several firms for long-term outsourced coding partnerships.

The ability to access multiple coding services was particularly important to Houlihan as he trained coders, implemented dual coding, and readied the organization for conversion from ICD-9 to ICD-10 coding.

Solution:
H.I.M. ON CALL's outsourced coding services professionals were the first experts contracted by Houlihan in 1999. For the past 14 years, H.I.M. ON CALL has provided expert coding reinforcements to Baystate 's team of 35 in-house coding staff.

In late 2014, H.I.M. ON CALL ramped up support levels to ensure Baystate receives optimal coverage for dual coding and coder training. Currently, the firm provides Baystate with three key coding services:

- Remote Inpatient coding services
- Remote Ambulatory Surgery coding services
- Remote Radiology coding services

Optimal Coding Service and Quality
Optimal customer service and coding quality provided by H.I.M. ON CALL help Baystate consistently meet DNFB goals, reduce denials, minimize revenue risk, and adequately prepare for ICD-10. According to Houlihan, the firm's coding quality ranks a solid "10" and turnaround time always meets or exceeds his expectations.

"H.I.M. ON CALL has consistently been responsive with quality work that meets our needs," states Houlihan. "They are critical to our success and because we have a long-term relationship with them, I feel confident that we'll succeed during this crucial time in healthcare."

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"Throughout all of Baystate's ICD-10 preparations, H.I.M. ON CALL has been there, providing expert guidance on the journey to ICD-10. The firm not only helps us accomplish what's now, but also prepares us for what's next."

Walter Houlihan, Corporate Director, MBA, RHIA, FAHIMA, Director of HIM and Clinical Documentation
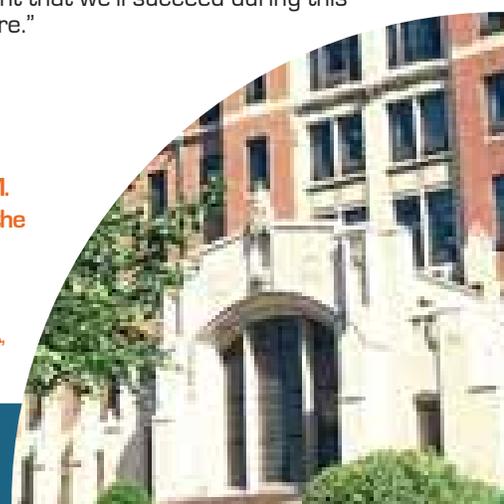
Blended Approach Ensures Coverage

H.I.M. ON CALL offers a blended approach to outsourced clinical coding with expert teams located throughout the United States, Puerto Rico and India. According to Houlihan, it is the firm's innovation and foresight that ensure complete coding coverage. New environments demand new approaches. H.I.M. ON CALL is ready.

"Manny Peña, RHIA, the firm's founder and CEO, is always strategically placing his company ahead of others by looking worldwide to meet the needs of U.S. hospitals—thereby addressing the supply and demand challenges with blended staffing options supported by innovative technology and software," Houlihan explains.

In a recent coding audit performed by Cybergistics, LLC, the quality and accuracy of H.I.M. ON CALL's offshore coding was ranked extremely high and on par with other U.S. – based coding services. H.I.M. ON CALL maintains a strong quality assurance program. Their offshore coders complement Baystate's complete EHR environment and existing remote-coding staff.

ICD-10 Preparation: It's All About Choices

For Houlihan, it's all about choices, expertise and execution. To adequately prepare for ICD-10, Houlihan began planning two years ahead.

✔ While coders were trained on ICD-10, the day-to-day coding was completely outsourced, freeing up internal teams to focus on the new code set.
✔ Dual coding has been underway since 2012, to cement new knowledge gained during training and provide hands-on experience to the in-house coding team.
✔ Coders document opportunities for physician education as they dual code cases. The information drives CDI efforts, creates a physician database for ICD-10 education, and identifies ICD-10's exact financial impact for Baystate.

Throughout all of Baystate's preparations H.I.M. ON CALL has been there, providing expert guidance on the journey to ICD-10. "The firm not only helps us accomplish what's now, but also prepares us for what's next," concludes Houlihan.

About H.I.M. ON CALL
Established in 1998, H.I.M. ON CALL provides technology-enabled coding, audit, revenue and documentation improvement services. With instant access to hundreds of credentialed and experienced coders, we help hospitals eliminate coding backlogs, improve quality and keep DNFB under control.

SERVICES
Coding Audit
Coding
Dual Coding
Documentation Improvement

TECHNOLOGY
Coding Analytics
Audit Management
DNFB Management
Document Management

To Learn more, contact us at:
www.himoncall.com • info@himoncall.com • 610.435.5724