

Case Study: Coding operations

\$100k incremental cashflow within 8-10 weeks



Client Background and Context

Mid-scale health service provider with 700+ beds capacity. Client was -

- Facing increased backlog of 1400+ records causing financial strain
- Facing increasing costs & inconsistent quality using domestic coders
- Facing physician engagement issues for documentation improvement & education
- Looking for partners to clear backlog and implement robust coding methodology incl. quality audits and awareness program



Solution



Comprehensive audit to deeply understand backlog issue



Leveraged in-house **certified coding talent** to deploy FlexSource Solution



Weekly quality governance forum along with educational feedback



Impact Delivered

Performance



24-48 hrs. TAT (Discharge Date -> Bill Issue) vs. baseline 16 days for new records



96%+ accuracy achieved

Financial



\$100k incremental cashflow within 8-10 weeks



30-40% cost savings delivered across charts