



BillingParadise

Revenue **Cycle Masters**

Case Study

Antidote For Salvation of Orthopaedic Clinic

Call :888-571-9069



An Uphill Struggle for Survival

Seattle-based High group Orthopaedic Clinic(HOC) is a provider of orthopaedic subspecialty services in the areas of Sports Medicine, Joint Replacement, Spine & Neck, Trauma, Foot & Ankle, Hand & Wrist, and Paediatric and Interventional Pain Management. This clinic, a start-up that shot into limelight during its initial years by offering quality care at affordable cost, suddenly found itself in economic doldrums and faced grim prospects of with standing the inevitable doom.

The Culprit

Failure to keep intune and effectively respond in time to fast changing orthopaedic coding and billing dynamics proved to be the nemes is of HOC. Modern day orthopaedic technology is advancing at a rapid rate, resulting in changes and enhancements in diagnosis, treatment, and rehabilitation process techniques.

Extensive coding change and revision have been introduced by Current Procedure Technology (CPT) in 2013, further impacting orthopaedic reimbursements in a big way. Orthopaedic surgical coding has become more complex with 500 code changes to Category I code set itself (Category I codes encompass procedures that are consistent with contemporary medical practice and are widely performed). It includes 150 new codes, 250 revisions and at least 100 deletions. This year CPT has impacted orthopaedic coding and billing processes with a complete overhaul of nerve conduction study codes, new sets of codes for elbow and shoulder revision, and a new spine fusion code.

Focussing on core profession of patient care and treatment, busy orthopaedic physicians and surgeons of the clinic were unable to keep pace with frequent complex changes in orthopaedic-specific codes and modifiers, related billing and claims requirements, and insurance companies' regulations with respect to claim authorizations, and diagnosis and treatment justifications.

This confusion led to incorrect coding, billing, and submission of claims, resulting in revenue loss. Since orthopaedic surgeons in the clinic dealt with a large number of patients everyday, there was a dire need to streamline the workflow processes to ensure top quality care and also maximize reimbursement of hospital revenue through accurate, comprehensive, and timely clinical documentation, coding, billing, and revenue cycle maximization (RCM) techniques.

BillingParadise is a trusted, knowledgeable, and experienced documentation, coding, billing and REM outsourcing services provider in the orthopaedic domain across the US. It stepped in at the right moment to offer a rescue package to HOC, and place it back on the trail to prosperity. BillingParadise always supported the orthopaedic community during times of medical coding and billing crisis. It has a network of qualified orthopaedic coding and billing specialists to manoeuvre through major orthopaedic coding changes and revisions.

The competence and experience of its select pool of orthopaedic coding and billing specialists help to obviate the impact of coding change and revision, while ensuring appreciable increase in orthopaedic reimbursements. BillingParadise is upto date with latest coding changes and knows how to adjust to these changes. Examples include cast application, corrected spine CPT errata, hip arthroscopy, nerve conduction, extracorporeal shock wave for wound healing, spine, knee and hip arthroplasty, robotic assisted surgery, etc. BillingParadise ensures that appropriate reimbursement claims are made as per the latest version of the National Correct Coding Initiative (NCCI).

BillingParadise Swings into Action

- Based on a thorough audit of HOC's clinical operational workflows, BillingParadise helped HOC to implement.
- Educate and train orthopaedic physicians and surgeons in changes in documentation, coding, and billing, and how to deal with these changes..
- Quickly ascertain assessment codes, for example, when orthopaedic surgeons examine hip, lower-extremity or neck injuries, to bill for the encounter and develop the proper treatment plan for the Patient.



»» Orthopaedic-specific, Custom-built EHR.

- ☑ BillingParadise helped the clinic to install custom-built EHR to.
- ☑ Cater for the unique requirements of orthopaedic practice.
- ☑ Have orthopaedic -specific data-capture and patient monitoring capabilities.
- ☑ Improve clinical workflow and patient satisfaction.
- ☑ Integrate RCM tools in the EHR to streamline processing and collection of revenue -where the RCM cycle begins when a patient books an appointment and ends when remittance is received from the payer and the patient.
- ☑ Incorporate patient appointment scheduling and tracking tool into EHR, to empower doctors to track and guide patients.



Now the Sun never sets at HOC. Its tightly coordinated orthopaedics program from preadmission to post-discharge and its RCM services are key factors in its success. Cost savings have been identified in a variety of areas, including reduced staff time spent on handling lab test results, decreased dollars spent on redundant tests, eliminated denied claims, and reduced medication errors. The clinic has reported increased earnings and profits.





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