Auditing and Compliance Services

Payer strategies are evolving fast, and healthcare organizations must be armed and ready to migrate risk and exposure while making the most of revenue opportunities. Correct and compliant coding combats those risks.

Panacea's unique approach to auditing offers the opportunity to be completely confident that you are focusing on driving down risk and meeting your compliance goals.
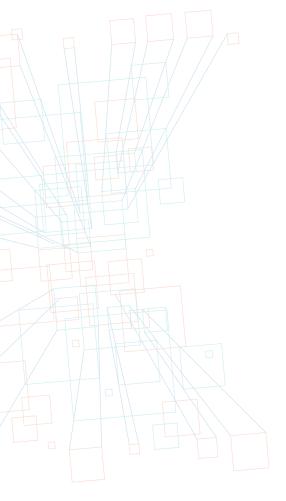
We collaborate with you to determine the right methodology for your auditing and compliance needs today. Some of the tools we use in our work are:

☐ Evaluate your team's coding and auditing skills

☐ Process cases and identify those at high risk

☐ Ensure our audits are focused by understanding the risks

☐ Complete the audit using our proprietary tools

☐ Establish education plans to mitigate negative performance

☐ Deliver the knowledge needed to educate your team

Our team has expertise in Inpatient, Outpatient, Emergency Department, Interventional Radiology, Laboratory, or OIG areas, plus a few more (see Figure 1.1).

PANACEA®
A Career Step Company

We help healthcare organizations improve their bottom line and strategic market position with front line expertise in revenue cycle management, smart software and enterprise-level educational solutions.

SOFTWARE. CONSULTING. EDUCATION. RESULTS.

Understanding Your Team's Skills

Evaluating your team's proficiencies in coding and auditing helps determine the next step for your team to continue to improve. Our summary reports provide insights into your team's strengths and improvement opportunities.

The results of the coder proficiency evaluations are summarized and reported. Figure 1.2 is an example of reports showing ICD-10-CM and ICD-10-PCS scores by chapters and root operations for the coding team. Figure 1.3 is an example of a report that shows individual scoring.

Endocrine, Nutritional, Metabolic Diseases

Total learner count	**14**
Average Score	**87%**
Highest Score	**100%**
Lowest Score	**33%**
Number of learners with 100% score	**10**
Number of learners with 0% score	**0**
Number of learners with 90–100%	**10**
Number of learners with 70–89%	**1**
Number of learners below 70%	**3**
Percent of learners with 100% score	**71%**
Percent of learners with 0% score	**0%**
Percent of learners scored 90–100%	**71%**
Percent of learners scored 70–89%	**7%**
Percent of learners scored below 70%	**21%**

- ☐ 4 root operation groups out of 11 averaged below 70%
- ☐ Average score 58%
- ☐ 13% scored 100%
- ☐ 0% learner scored 0%

Control, Repair

Total learner count	**15**
Average Score	**58%**
Highest Score	**100%**
Lowest Score	**33%**
Number of learners with 100% score	**2**
Number of learners with 0% score	**0**
Number of learners with 90–100%	**2**
Number of learners with 70–89%	**0**
Number of learners below 70%	**13**
Percent of learners with 100% score	**13%**
Percent of learners with 0% score	**0%**
Percent of learners scored 90–100%	**13%**
Percent of learners scored 70–89%	**0**
Percent of learners scored below 70%	**87%**

- ☐ Average score of 87%
- ☐ 71% scored 100%
- ☐ 21% scored below passing

Color Key
Scores 90–100%
Scores 70–89%
Scores below 70%

Figure 1.2 Sample of Proficiency Scores for ICD-10-CM and ICD-10-PCS Reviews

Processing Case to Identify Risk and Focus

Panacea's proprietary rules-based audit software, I10 Focus, flags specific cases for auditing. These cases have a high probability of being problematic. The Panacea expert consultants then perform the audit, capture the results, and communicate the findings.

Complete Audit and Compliance Review

Our expert consultants at Panacea will analyze an agreed-upon number of medical records that have been flagged by the **I10 Focus** software to assess appropriateness of diagnosis and procedure code selections for the appropriate area. We will collaborate with you to determine the other components to be analyzed for the right clinical area.

Reporting

Once the audit has been completed and the results collected, the Panacea consultants begin working on the deliverables. These include a report with preliminary results, plans for the exit conference summary meeting with administration and appropriate teams to discuss high-level findings and recommendations, and a final written report that includes accuracy rates (overall and by coder), overall findings, trends, and recommendations, as well as a rebill log if appropriate.

Educational Options

Our expert consultants do more than uncover risk areas and coding improvement opportunities; we continue to collaborate with you to improve your team's skills.

We will design educational plans that pinpoint the problem areas identified during the audits.

We then create a customized educational plan using options for education such as:

- ☐ Online
- ☐ Remote
- ☐ Group sessions
- ☐ One-on-one sessions

BENEFITS*

- ☐ **Optimize reimbursement**
- ☐ **Reduce delays in coding and billing**
- ☐ **Impact case mix index positively**
- ☐ **Identify improvements for key processes and areas**
- ☐ **Identify reasons for denials and risk areas**
- ☐ **Medical necessity of services linked to coding accuracy**
- ☐ **Ensure queries meet compliance guidelines**
- ☐ **Improve queries for concision and clarity**
- ☐ **Achieve 95% coding accuracy for individual coders**

*Benefits vary based on type of audit service performed

You will receive a summary report for each team member with completion, scores, pre-education, and post-education.

Other summary reports include team level information available for all types of evaluations.

CM Proficiency Assessment Results by Chapter

ID Number	ICD-10-CM Coding Guidelines	Certain Infectious and Parasitic Diseases	Neoplasms	Diseases of Blood and Blood-Forming Organs	Endocrine, Nutritional, and Metabolic Diseases
Person 1	100%	100%	100%	100%	100%
Person 2	100%	100%	100%	100%	100%
Person 3	67%	33%	67%	67%	33%
Person 4	100%	87%	100%	100%	100%
Person 5	100%	100%	100%	100%	87%
Person 6	83%	100%	100%	100%	100%
Person 7	100%	100%	87%	100%	100%
Person 8	67%	100%	100%	67%	100%
Person 9	100%	100%	100%	100%	100%
Person 10	83%	100%	100%	67%	100%
Person 11	100%	100%	100%	100%	100%

Color Key

Scores 90–100%
Scores 70–89%
Scores below 70%

Figure 1.3. Sample of Individual Proficiency Scores for ICD-10-CM and ICD-10-PCS Reviews

Panacea's expertise covers these areas, plus OIG target areas.

Audit Types
Documenation Integrity
Cardiac Catherization Lab
Inpatient APR-DRG
Inpatient MS-DRG
Inpatient Full Coding Quality
Inpatient Top 5 MS-DRG
Inpatient Rehabilitation
Outpatient Full Coding Quality
Emergency Department (Facility and Professional)
Evaluation and Management (E/M) (Facility and Professional)
Interventional Radiology and Diagnostic Radiology
Surgery
Query Process

Figure 1.1. Audit Types

If your organization is interested in learning more about these services and other physician-specific audit services, contact us to schedule a review at **1-866-926-5933** or visit us online at **panaceainc.com**.