



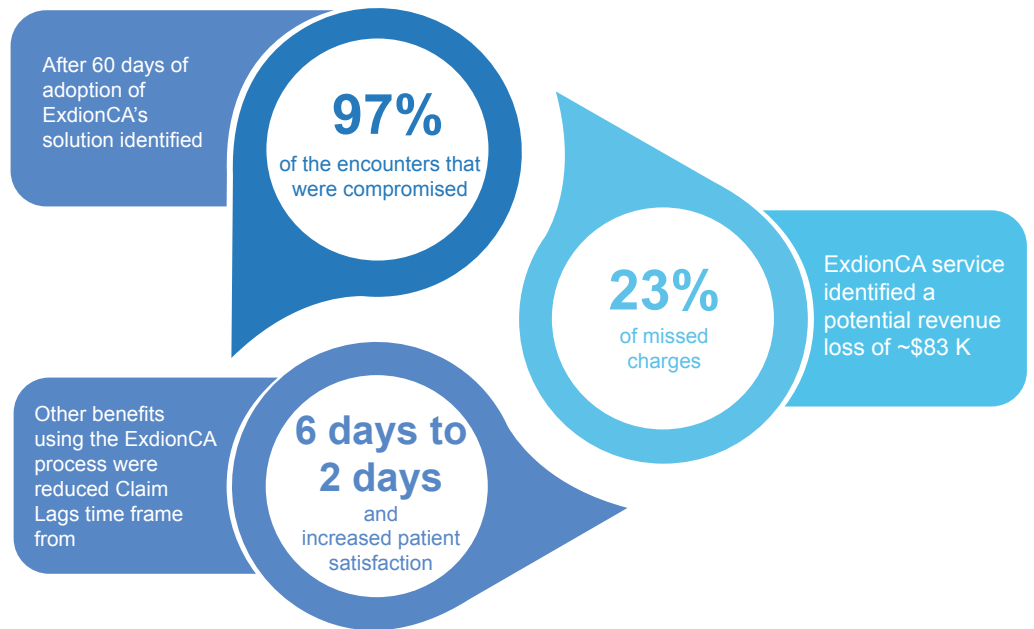
Background

The client, a progressive Urgent Care with a very reputable and competent Physician & Healthcare staff, part of a larger franchise network, offers services 7 days a week, including digital X-Ray, lab work and Occupational Medicine. The Client has been experiencing high patient volumes due to Covid-19 testing and felt they may be missing on potential revenues due to insufficient documentation and improper coding.

Solution

The Client partnered with ExdionRCM, a leader in comprehensive Revenue Cycle Management solutions to address the issues. ExdionRCM rolled out ExdionCA, their Revenue Integrity Solution through automated CDI, which audits the progress notes, queries the providers, and prepares claims for submission. In a trial audit of 100 charts itself, ExdionCA was able to identify revenue leakage and documentation compliance improvement opportunities. Client was clearly impressed with the outcomes and requested for a hybrid ExdionCA service to ensure maximum compliance and comprehensive revenue leakage control.

Impact



Conclusion

ExdionCA, the automated CDI solution, has proven to be a powerful tool to improve revenue integrity and compliance. Client benefitted from actionable insights, realized quick returns on investment without disturbing existing work flows. ExdionCA has supported the client in their coding automation and digital transformation journey so that the complexity of managing multi-location urgent centers are significantly reduced and revenue integrity across centers are high.