

Revenue Cycle Management, Reimagined

Growing Partnership, Improved Results

Coronis Health Coding Resources Drive Revenue Health Cycle

19%+

Reductions in AR

1 Day

Reduced Coding Backlog

29%

Increase in Collections

Situation

Care Alliance Health Center, a mid-size health center located in Cleveland, Ohio, began their partnership with Coronis Health (FKA PMG, Inc) as a revenue cycle client. Care Alliance is one of six federally qualified health centers (FQHC) we support in Ohio and our third partner working on the OCHIN EPIC installation. Our billing team assumed responsibility for all billing functions post-charge capture, including claim submission, rejection and denial work, payment posting, and overall management of accounts receivable. Coding - and review of coding errors - remained on the task list of the Care Alliance internal staff and providers.

As our partnership developed, the Coronis Health billing team and the internal Care Alliance team noticed a concerning trend. Pending charges requiring a certified coder review were rapidly accumulating, creating a backlog of accounts receivable and putting charges at risk of aging beyond the filing limit. Despite the valiant efforts of the internal staff, the lists continued to grow. The impact ballooned to a high of over 8 days of charges pending by the end of their fiscal year.

Testimonials

"Our internal team was consistently behind on addressing our coding edits due to the sheer volume and the workflow required to address them. The assistance and expertise provided by the Coronis Health coding and billing teams have turned that tide - we were even recognized for our improvement by our system host's most recent client scorecard!"

- Yulanda Lee, Revenue Cycle Director, Care Alliance Health Center

"We love the challenge of partnering with a rural hospital who is committed to improving operations, clean claim rate and are proud that Coronis has been their RCM vendor of choice since 2019."

- Coronis Health

Solution

As we monitored this growing list of pending inventory, the Coronis Health Coding team began to review the type of pending items. We realized our expertise and available resources could efficiently collaborate with our billing team and our partners at Care Alliance to reduce open accounts receivable and increase revenue for these services.

Our coders are experts in the coding nuances relevant to our federally qualified health center (FQHC) partners, encompassing various specialties, including family medicine, behavioral health, dental, obstetrics, podiatry, etc. In collaboration with our billing team and our partners at Care Alliance - we recognized an opportunity to expand our partnership and connect our coding resources. Our coding team immediately dove into the backlogged work queue.

We worked on completing diagnosis edits, modifier additions or corrections, reviewing uncoded notes to determine if a billable service was performed and documented, and offering coding support to the internal team at Care Alliance as needed. We worked closely with Care Alliance to establish a defined workflow to facilitate timely claim resolution to reduce aged accounts receivable, minimize revenue lost due to coding errors and offer provider-specific feedback to help mitigate future returns.