3GEN CONSULTING HELPS A LEADING HOME HEALTH AND HOSPICE RCM COMPANY SAVE 42% IN COSTS

The *Challenge*

Owing to a sudden surge in demand for their services, a leading national home health and hospice revenue cycle management (RCM) company in the United States decided to partner with an outsourcing vendor to assist them with their expansion plans. This RCM company has extensive expertise in working with multiple coding platforms like McKesson, Allscripts, Cerner, Epic, Homecare Homebase and offers different levels of service. In order to alleviate their workload and increase productivity, they were seeking a partner who could provide them with over 100 home health certified coders within 6 months.

After significant due diligence of three other vendors, they chose to partner with 3Gen Consulting. This decision resulted in the RCM company enjoying considerable improvements to their quality and efficiency.

The *Solution*

The first thing 3Gen did was create a well-rounded report that addressed the project's requirements, assigned responsibilities to appropriate team members and devised a ramp-up plan to ensure the project remained on track. The plan consisted of a strategy that aimed to increase the number of coders from 0 to 100 within 60 days. Once the plan was approved by the client, 3Gen created an in-house training program to educate coders on the nuances of home health coding, and the process to follow for the submission of a correctly coded chart. The training program was undertaken, and an audit team was assembled, with a simple goal in mind, to make coders productive within a short period of 60 days before live coding work began. The plan paid off as 3Gen was successfully able to accomplish a significant rise in the number of certified coders in the given time frame.

The *Results*

- In the first year alone, the client saw significant cost savings of 42%
- By the end of the second year, there was an increase in production of 84%
- The client's sales team was able to close deals faster and seamlessly transition agencies to 3Gen
- 3Gen provided platform-agnostic coders with the ability to efficiently and correctly code for all levels
- Enhance accuracy in coding and OASIS reviews resulted in significant improvements in STAR ratings for the agencies