FQHC's working within the Epic Platform

The Challenge

A large FQHC organization recently transitioned to the EPIC platform which provided the opportunity for providers to be instantly placed on "auto post" status. This would allow all billing to go directly out the door once the provider has completed and locked patient notes. While this workflow decreases the time it takes for claims to go out, there is the challenge of ensuring that providers meet a high coding accuracy threshold. The importance of strong note documentation that supports the codes selected is critical to maintaining compliance requirements. The organization needed a program to ensure that they would remain compliant while utilizing the "auto post" function.

The Solution

- Turn off "auto post" function to allow encounters with coding errors or warnings to populate in Coding Review work queue.

- Team of CPCs (certified -professional coders) with extensive knowledge of EPIC reviewed all encounters in the Coding Review work queue, cleared all errors and made necessary coding corrections.

- CMAs (certified medical auditors) conducted coding reviews for each provider to ensure all CPT, ICD-10 and HCPCS codes selected by provider were supported in clinic note.

- Coding auditors/educators conducted individual provider education to review findings, current coding guidelines and tips for improving documentation.

- Providers that met accuracy threshold, set forth by the FQHC organization, were put on "auto post."

- Providers that did not meet accuracy threshold were re-audited and educated every six months until threshold was met, then they were put on "auto post."

- Onboarding education and reviews were conducted for new providers to align them with compliance program standards.

The Result

- The FQHC organization had an increased sense of compliance after all providers had met a high accuracy threshold in the audit review and had been educated on the most current coding and documentation guidelines.

- LHA became a resource for the organization to remain current with new coding and documentation guidelines as they evolve.

- LHA conducted onboarding education and audit reviews for new providers to the FQHC organization to align with the compliance program standards.

- LHA continued to perform annual audit reviews for all providers in the organization to ensure consistency as part of the FQHC compliance program.

> *We've been fortunate to partner with Lighthouse in tackling some of our most pressing challenges within the revenue cycle arena. Their expertise has been instrumental in helping us not only reduce backlog but also maintain a consistent trajectory towards our goals.*
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> *One of the standout aspects of our collaboration has been Lighthouse's dedication to performing coding audits and providing education for our providers. The audits have not only ensured compliance but have also served as invaluable learning opportunities for our team, improving their proficiency and enhancing the overall quality of our coding practices.*
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> *Moreover, Lighthouse hasn't just stopped at audits and education; they've provided us with continuing support and structure that have been pivotal in our journey towards excellence. Their guidance has not only helped us navigate complex issues but has also empowered our team to proactively address challenges and optimize our revenue cycle processes.*
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> *In summary, Lighthouse has been an indispensable partner, offering not only solutions but also unwavering support in our pursuit of operational excellence. We wholeheartedly recommend their services to any organization looking to elevate their performance in the revenue cycle arena.*