

Medicare Risk Adjustment Coding

2020-21



OVERVIEW

Our customer is a renowned medical billing company based out of Florida, USA. They approached us to avail for Medicare Risk Adjustment Coding. The client was looking for a service provider who could provide Medicare HCC coding service for their company.

They had 30000 charts in queue and needed to complete coding & audit within 6 weeks, while ensuring there were no delays in processing and without compromising quality.

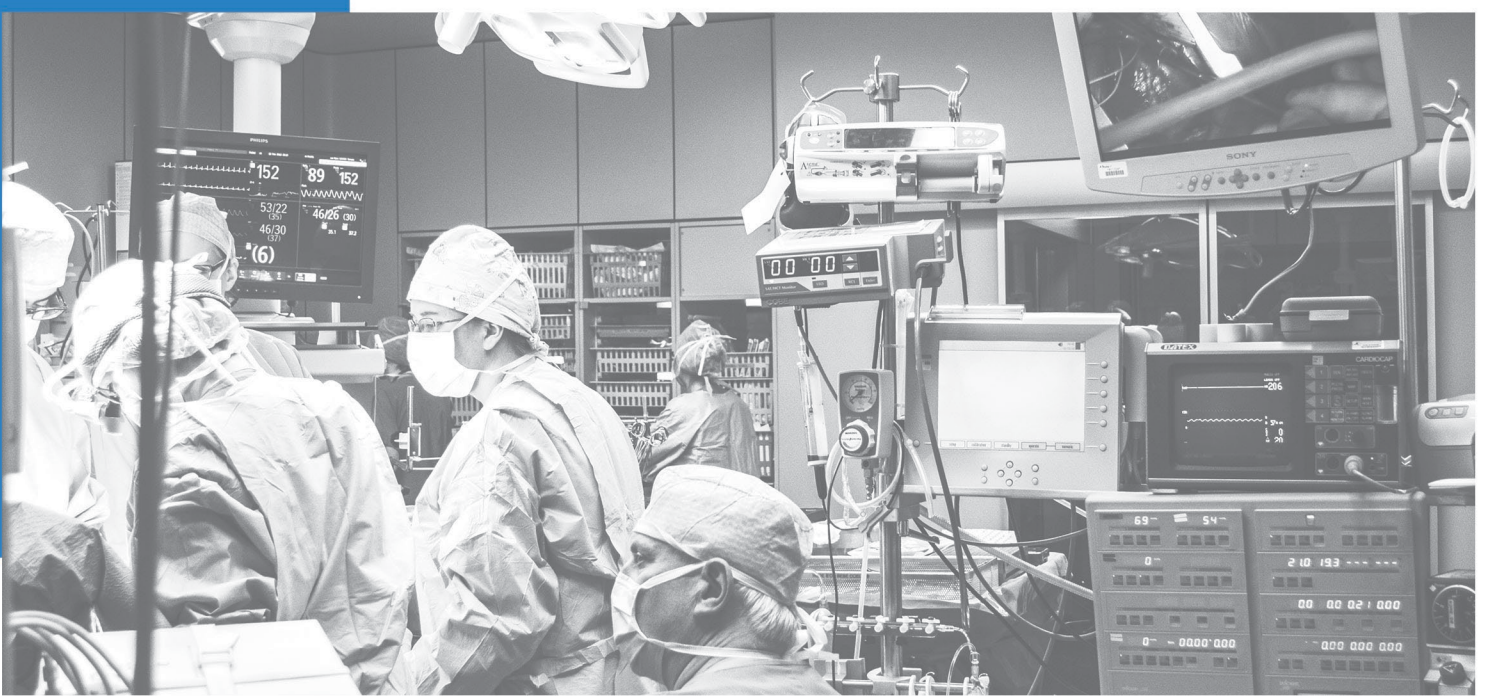
THE CHALLENGE

There were a few challenges our medical coding team faced during the project. They were as follows:

- The customer required the work to be started immediately and expected us to produce desired results.
- The software which was supposed to be used for the project was completely new, and our team of experts had to invest some time to get familiar with the tool.

THE PROJECT PROPOSAL

- Our team put forward the following project proposal keeping the client requirements and the challenges associated with it in mind.
- We decided to add HCC coders with minimum 2yrs of experience in Medicare HCC Coding.
- We planned to create dedicated medical coding team.
- A basic software navigation training and project training was provided to resources and taken assessments to check Coders understanding.
- We prepared Quality, Feedback and update trackers and kept in shared drive where all coders can access daily updates and feedback from the client.



THE SOLUTION

The following solution was provided by **VLMS Global** to the Florida based client based on their requirements:

- We completed training for all resources and QA team. QA & Training team coded 10 charts for calibration and sent to client. To avoid knowledge gap between us and client. We got feedback for those 10 charts and we understood process in better way. We took update sessions for our team based on that and assessed them with test.
- We were able to put together a certified and experienced HCC coding team. They completed the coding audit for 30000 charts in six weeks, as per the client's requirement.
- Our team was continuously in connection with client and giving them daily update about project progress.
- We completed promised work in given deadline. Client appreciated our team efforts and hard work.

Prefer to speak to VLMS Global directly?
Feel free to reach out, with your requirements, at:

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