

# Coding Engagement Case Study

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## The Client

A leading multi-specialty physician group affiliated with a nationally ranked academic health system in TX that does **\$5 billion** in annual revenue

## Scope of Engagement

The client partnered with us to manage coding validation for two high-volume service lines—Primary Care and Electrocardiogram (EKG)—with a combined monthly throughput of 40,000 claims (20,000 each). These claims were routed through Epic-based queues for validation.

## Challenges Identified

- **Volume-Capacity Mismatch:** With high recurring claim volumes, the client faced operational strain and delays, compounded by staffing fluctuations.
- **Unnecessary Workload:** Overly broad validation edits triggered manual review of low-risk encounters, creating rework and congestion in Epic coding queues.
- **Denial Concerns:** The organization reported a 7% coding-related denial rate, impacting both cash flow and team bandwidth.

## The Solution

We deployed a nimble team with deep experience in Epic workflows and coding audit frameworks. Ramp-up time to productivity was under a week, and we committed to a 2-business-day turnaround time (TAT) on all claims assigned.

## Execution Highlights



### SOP and Documentation Development

Created thorough SOPs and process documentation to standardize operations



### Deployment and Scalability

Scaled to meet full monthly volumes from Day 5 onward and delivered 100% adherence to TAT from go-live



### Real-Time Audits

Incorporated real-time audit checkpoints before claims were finalized



### Minimize Duplication

Implemented a targeted review process to avoid duplicate validation



### Provider Education

Flagged missing documentation trends for Annual Wellness Visits (AWVs) and preventive visits



### Edit Optimization

Suggested claim logic to restrict AWVs to once/year to align with payer rules



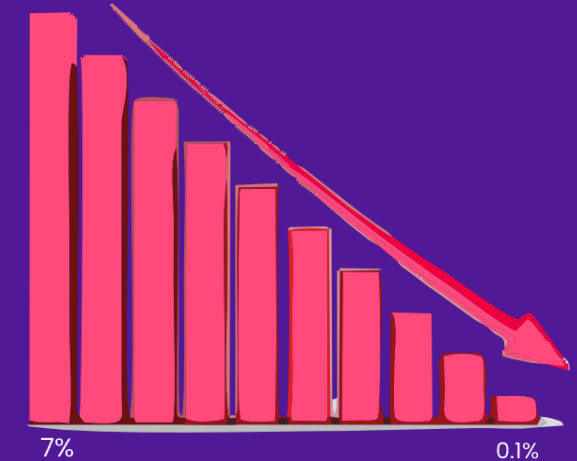
### Telehealth Accuracy

Recommended POS and modifier logic to reduce telehealth claim denials based on payer preferences

## Emerging Impact

**0.1%**

**coding denial rate on validated claims**



Coding Denial Rates



Additional Annual Revenue

**~\$4M**

**in additional yearly revenue gained through reduced coding denials**