

Master ICD-10 coding. A smart, disciplined approach.

Nuance ICD-10 Audit and Education Services
can show you how.

ICD-10 has landed: is your organization performing?



Are you getting it right?

ICD-10 has made its grand entrance—after literally years of speculation, anticipation and, well, trepidation. Now you must ensure your hospital is coding accurately; making the correct MS-DRG assignments; correctly reporting severity and outcomes; and maintaining the right Case-Mix Index. And, do it all with some 68,000 new codes.

Unfortunately, many organizations simply don't have anyone with deep knowledge and experience to assume the necessary auditing function. Even if you do have an internal ICD-10 coding expert, it's pretty safe to assume an extra set of experienced eyes could help smooth the transition. There's a lot on the line. If your organization doesn't get it right, the consequences are severe. You could lose substantial revenue due to under-coding. Or start over-coding, which could result in post-payment take-backs.

Easy as A-B-C

With years of ICD-10 auditing and training experience, Nuance will help you identify areas of vulnerability and tackle them with targeted education.

Indeed, with so much experience under our belt, our ICD-10 Professional Services Team members understand the areas that are most at risk—and are ready to audit records and quickly identify where to be on the lookout for under-coding and over-coding, as well as Clinical Documentation Improvement (CDI) opportunities.

More specifically, with the expanded and more complex coding system, we can work to answer pressing questions immediately, such as:

- Are claims ICD-10 compliant?
- Are internal coding auditors experienced enough in ICD-10 to identify potential problems?
- Is clinical staff documenting appropriately?
- Is the hospital capturing the full reimbursement for quality initiatives?

Nuance's Audit and Education Services

- Top ICD-10 subject matter experts
 - Unparalleled ICD-10 experience
 - Sophisticated understanding of ICD-10-related risks
 - Education tailored to specific facility needs
 - Blended onsite and web-based learning environment
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Audit – Brush up – Confirm

A

Audit for education gaps.

A methodical, meticulous (some might say miraculous) process.

With Nuance's coding audit process, no rock goes unturned. We begin with a baseline audit to quickly gauge each coder's accuracy. Through this audit, we identify immediate high-risk areas while also reassuring your coders when they have coded accurately in ICD-10. In addition, we point out any clinical documentation improvement areas that need attention. These audits are followed by monthly or quarterly coding reviews or scheduled quarterly audits, depending on your organization's preferences.

B

Brush up on new codes.

Education that truly empowers.

We don't stop with an audit. Using audit results, Nuance provides targeted ICD-10 coder education specific to your facility's services or needs.

We then make sure that your coders become engaged in the education process using a combination of hands-on learning and surgical videos that clearly demonstrate ICD-10 concepts.

Our program typically includes:

- Two-hour virtual training sessions on a bi-weekly or monthly basis to reinforce learning over time.
- Ongoing education support from our ICD-10 coding experts.
- Two days of onsite training for organizations that need to elevate ICD-10 coding accuracy quickly or require an ICD-10 refresher on many topics—fast.

We don't just tell you what you're doing wrong or throw a canned presentation at you—and call it a day. Instead, we create an educational program that focuses on exactly what you need. We draw upon our vast ICD-10 experience and use targeted material that will help your organization prosper under the new coding system. We create a one-of-a-kind learning environment, making it possible for coding staff to become fully engaged and learn from our wealth of experience. In fact, our ICD-10 subject matter experts—who are some of the best in the country—offer educational services that will prepare your organization for all of the intricacies of the new reality.

C

Confirm codes with an ICD-10 expert.

Nuance is here with you for the long haul. In addition to in-person and virtual sessions, our ICD-10 experts will provide written responses to your ICD-10 questions submitted each week. So, your staff always knows they can get the help they need—and the results your organization expects.

Stay informed with:

- Onsite training
 - Virtual training
 - Ongoing education support
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Simple as 1-2-3

Recommended Programs

Not sure what you may need? Nuance has taken the guesswork out and offers various combinations of audits, education and expert support to make sure you're covered.

Learn more about how to gauge your organization's ICD-10 performance to improve patient care, enhance financial integrity and satisfy ever-increasing compliance standards. Please contact us at 877-805-5902 or visit www.nuance.com/healthcare.

1

ICD-10 Premium Support: proactively minimize risk

If you don't like surprises, and need to get ahead of potential revenue shortfalls, Nuance will conduct concurrent audits of three records per coder, per week to identify any potential knowledge gaps immediately. Then, targeted ICD-10 curriculum will be delivered in two-hour sessions twice a month to get coding performance up to par quickly. In addition, you will get to ask our experts five questions a month to help you solve those really difficult challenges.

2

ICD-10 Standard Support: wait-and-see approach

A wait-and-see approach might make sense for organizations that are trying to assess what they need to succeed with ICD-10. However, waiting could put your organization at risk. With all the extensive changes, it is most likely you will not realize the full impact of ICD-10 for quite some time. Waiting before taking action will result in the need for intensive remediation down the line.

3

ICD-10 Basic Support: can do it internally

As a seasoned HIM leader, you have complete confidence in your knowledge and your team's experience. However, when the stakes are elevating quickly, additional expertise and support would provide peace of mind. Certainly, additional expert assistance can help you move more confidently and expediently toward success.

	1. Premium Support	2. Standard Support	3. Basic—Audit Only
ICD-10 audits	Concurrent 3 records per coder per week*	Quarterly audits (baseline + 3 additional)*	As needed—25 records per coder*
ICD-10 online education	2 hours of education twice each month	2 hours of education each month	No education
ICD-10 Ask the Expert Panel	5 questions per month*	3 questions per month*	No questions
Duration	6 months	1 year	As needed

*Volume adjustable

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About Nuance Communications, Inc.

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit: www.nuance.com/healthcare. Connect with Nuance on social media through the healthcare blog, [What's next](#), as well as [Twitter](#) and [LinkedIn](#).