

Accelerate coding accuracy for compliant reimbursement.

Coder self-assessments drive continuous improvement and targeted remediation.

Coding accuracy and completeness significantly impact reimbursement and cash flow, yet management often struggles to reliably and effectively measure coder accuracy and efficiency. Time-consuming and costly traditional record audits take months to complete, and by the time problems are identified, facilities are already suffering from denials and reduced reimbursement. ICD-10 requires continual learning to become an expert, yet most organizations are not equipped to objectively measure coder proficiency for targeted education.

Fast-track coder education to prevent denials and inaccurate reimbursement

Nuance® Coding Integrity Services with Central Learning™ software reduces the time required to identify and correct coding knowledge gaps that result in noncompliant claims. Traditional random sample chart audits are often conducted quarterly and can take months to complete. Nuance's solution continually identifies the greatest problem areas at the individual coder level, so remediation is immediate and continuous. It provides:

- 1. Coder self-assessment**—Identify, address, and monitor specific coding improvement opportunities for targeted education and record audits.
- 2. Coding edits and alerts**—Activate alerts in Nuance Facility Coding to notify coders of any issues specific to targeted improvement areas before coding is complete.
- 3. Compliance criteria**—Activated in Nuance Coding Compliance specific to identified problem areas to provide a comprehensive and complete compliance review before claims are submitted for billing.
- 4. Focused audits**—Identify the highest-priority areas for targeted chart audits using coder self-assessment results.
- 5. Corrective education**—Applied using results from ongoing self-assessment and audits; may include focused coder training, new coding edits and alerts, and compliance criteria.

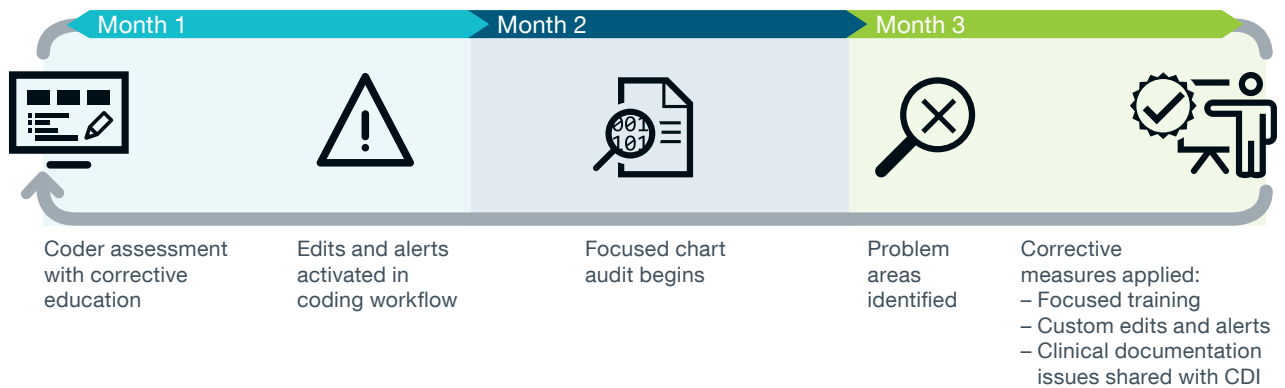
This unique, optimized approach provides a highly accurate reflection of coding accuracy and coder strengths and weaknesses to drive multiple improvements for complete, compliant, and appropriate reimbursement.

Key benefits

- Reduces financial risk
- Provides continuous coder improvement
- Optimizes chart audit resources
- Improves chart coverage
- Builds an expert coding workforce
- Assesses coding ability consistently
- Decreases edit and alert fatigue

Key features

- Ongoing coder self-assessments
 - Targeted education at the point of coding
 - Focused chart audits
 - Facility-specific coding edits, alerts, and compliance criteria
 - Dashboards and reports to assess and monitor coder progress
-



Nuance Coding Integrity Services with Central Learning software helps hospitals:

- **Reduce financial risk:** Apply specific edits, alerts, and compliance criteria based on current coder proficiency and accuracy to ensure coding records are complete and accurate before they are submitted for billing.
- **Provide continuous coder improvement:** Deliver corrective education concurrently with coder self-assessment, while edits and alerts reinforce learning at the point of coding, not months later, following a traditional random sample chart audit.
- **Optimize chart audit resources:** Focus auditing resources on specific cases based on coder self-assessment skill gaps, not by random sample.
- **Improve chart coverage:** Provide access to the same library of cases over 12 months for immediate results equivalent to up to 100 cases/coder.

- **Assess coding ability consistently:** Establish a coder knowledge baseline by assigning the same sample cases to all coders and monitor progress through dashboards and reports.
- **Build an expert coding workforce:** Assess skills frequently and provide concurrent education on skill gaps, cross-train coders for different encounter types, assess new recruits, and train new coders.
- **Reduce alert fatigue:** Activate coding edits and alerts specific to current needs.

Central Learning monitors, assesses, and trains coders continually

Central Learning, an Aviance product, can be configured to evaluate the areas where coders are under-coding or have a low accuracy rate and the areas of the highest financial impact. The system features:

- **Inpatient, outpatient, and ambulatory surgery case library:** Includes 100 inpatient and 200 outpatient and ambulatory surgery cases.

- **Answer keys:** Provides immediate and continuous corrective education so coders learn from their mistakes concurrently while coding the record.
- **Code rationale:** Links the answer key to regulatory guidelines to reinforce compliant coding practices.
- **Dashboards and reports:** Monitor coder progress and trend improvements, assess annual performance, and identify cross-training opportunities.

To learn how Nuance Coding Integrity Services with Central Learning software can improve predictability, completeness, accuracy, and compliance, please call 1-877-805-5902 or visit nuance.com.

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, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, [What’s next](#), [Twitter](#) and [Facebook](#).