

# Improve compliance activities with ease.

Reduce claim denials and exposure to fines and penalties.

## Challenge.

How can I reduce claim denials and exposure to fines and penalties for inaccurate coding?

## Solution.

Clintegrity® 360 | Compliance and Clintegrity 360 | Compliance Services enable you to effectively manage and monitor the complex coding challenges that put your health system at risk and delay or reduce your reimbursement. Clintegrity 360 | Compliance improves the quality of your data and acts as an early warning system to identify potential areas of noncompliance. Clintegrity 360 | Compliance Services supports your long-term success by helping to prioritize and customize edits and educate staff.

## Improve compliance activities with ease.

With the number of coding regulations to keep track of, it's easy to understand how facilities can be at risk for claim denials and audits. The transition to ICD-10 presents even more challenges, as your HIM staff faces an inevitable learning curve and risks to productivity.

By reviewing the codes entered into your coding solution, Clintegrity 360 | Compliance supports organizational compliance with:

- CMS regulations for ICD-9 and ICD-10
- Office of Inspector General (OIG) targets
- Revenue edits
- Data quality edits
- AHA and AMA coding guidelines

With its comprehensive knowledge base of clinical, financial, and statistical information and rules, Clintegrity 360 | Compliance reinforces coding accuracy and quality data capture. Plus, you can even customize your own edits using the Compliance Custom Rules for facility and enterprise-specific requirements.

Clintegrity 360 | Compliance will alert you to potential coding and abstracting issues that may impact the reliability of your reimbursement process with built-in revenue edits. Additionally, Clintegrity 360 | Compliance enables real-time monitoring of documentation issues during the coding process, just as issues are identified. Your staff can create standard and ad-hoc reports on these issues to support your documentation improvement program.

---

## Key benefits

- Reduces claim denials and impact of compliance audits
  - Improves reimbursement reliability and documentation
  - Validates your compliance program through external audits
  - Streamlines workflow and data collection
  - Builds confidence in your compliance team while increasing your return on investment
-

This also helps educate coding and provider staff, and facilitates sharing information with executive management.

### Clintegrity 360 | Compliance Services.

Clintegrity 360 | Compliance Services are designed to provide ongoing support along with Clintegrity 360 | Compliance to continue to drive positive results. Our expert data quality reviewers monitor your records and make changes, additions, deletions, and suggestions directly in Clintegrity 360 | Compliance. Based on their review, our staff develops appropriate educational programs for your staff. This customized training helps your coding and medical staff optimize their use of Clintegrity 360 | Compliance according to the specific needs of your health system.

### Pre- and post- install audits.

Clintegrity 360 | Compliance Services begin during the installation process with a pre-install audit to obtain a coding quality baseline and identify edits that need to be activated or created. The post-install audit ensures that your staff has increased knowledge related to the product training and are using the tools successfully. It is also an opportunity to fine tune your workflow process and edits.

### Compliance monitoring.

Once your program is running, the Nuance HIM staff monitors your facility's use of Clintegrity 360 | Compliance on a quarterly, bi-annual, or annual basis to ensure your product and program continues to

run smoothly, while validating your program's effectiveness by completing an external coding audit. The Consulting Services team assesses your current workflow and product use and provides recommendations for improvements to streamline your work, to focus on high-value edits, and to identify training opportunities. Monitoring results in improved use and return on investment.

### Features and benefits.

- **Reduces claim denials and improves reliability of reimbursement.** Coding mistakes could lead to claim rejections. With Clintegrity 360 | Compliance, you know you're covered.
- **Improves documentation.** Easily identify missed documentation opportunities.
- **Enhances performance improvement.** Track and trend with reports that enable you to uncover and keep an eye on possible areas of improvement.
- **Reduces the potential impact of compliance audits.** Ensure you have the appropriate supporting documentation for assigned codes; OIG and RAC target areas; and high-dollar DRGs, to help protect you from noncompliance.
- **Enhances data-collection activities.** Customize data collection fields instantly. As an example, you can track and review records of specific coders before their work is designated complete.
- **Enables retrospective studies.** Use the compliance tool to download a list of specific patient data—based on codes—to do focused studies.

- **Works with any coding system.** Use Clintegrity 360 | Compliance in conjunction with your encoder, regardless of vendor.
- **Grows with your health system.** The solution is scalable to any size organization and integrates seamlessly with other Nuance modules.
- **Offers workflow flexibility.** Multiple workflows enable you to determine how to best leverage Clintegrity 360 | Compliance to fit your facility's needs.

### Coding integration sets us apart.

Clintegrity 360 | Compliance works with all major coding systems, to conduct pre-bill audits. However, when used in conjunction with Clintegrity 360 | Coding, Clintegrity 360 | Compliance creates a more comprehensive solution that will enable your coders to address potential compliance issues pre-bill or retrospectively.

Seamless integration between Clintegrity 360 | Compliance and Clintegrity 360 | Coding ensures that your HIM staff never has to deal with processing wait times. Once your staff finishes coding an encounter in Clintegrity 360 | Coding, the encounter is immediately ready for review in Clintegrity 360 | Compliance. This results in clear efficiency gains for your entire staff.

**To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 800-350-4836 or visit [nuance.com/healthcare](http://nuance.com/healthcare).**

---

### About Nuance Communications, Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit [nuance.com](http://nuance.com).