

Healthcare

Guidehouse Outpatient Severity Capture Program

Client Results

With the correct severity capture program in place, our healthcare clients have experienced the following:

Client 1: Mid-Atlantic Academic Health System

- Audited and educated 1,200 providers on documentation to realize \$3M in net revenue

Client 2: Northeast Children's Hospital

- Realized \$2.2M in net revenue due to improved charge capture in the Emergency Department

Client 3: Multiple Facility Health System

- Specialized Obstetrics project at one facility generated a net of \$500k annually

Client 4: Multiple Facility Health System

- Through extensive auditing, Guidehouse identified multiple physician documentation opportunities that will have a significant impact on HCC/RAF scoring

Problem

As payer reimbursement models continue to change it is critical to accurately document, code, and report a patient's chronic and acute issues to the highest level of specificity and capture all services provided.

Organizations that are participating in risk-based plan(s), or are planning to, need to ensure that all plan members are seen annually, and that all conditions are evaluated, documented, and billed for. This includes all services or procedures performed in an outpatient setting (ED, Observation, Office, Outpatient procedures, etc.)

Successful organizations must have dedicated resources, tools, physician leadership, and support to fully implement complete and accurate outpatient severity capture.

Point of View

Guidehouse believes that complete and accurate documentation of the patient's severity of illness is essential in order to fully understanding the patient's clinical condition. This is necessary in order to be accurately paid for all services provided, to ensure quality measures are met, and that the organization's RAF accurately reflects the full severity of the patients being treated.

Guidehouse has assembled a team solely dedicated to outpatient severity capture and reporting. This team is comprised of clinicians, coders, data analysts and finance specialists who work in collaboration with providers and coders to accurately capture severity in the outpatient setting.

Guidehouse believes comprehensive diagnosis collection will aid in supporting NCD/LCD and commercial payer edits to reduce denials. Accurate specificity for acute and chronic conditions will allow appropriate medical decision making including the optimization of E&M levels and RVUs.

Solution

Collaboration



Guidehouse's severity capture experts collaborate with clients to reduce revenue leakage and improve documentation.

Assessment



Comprehensive review including technology, patient record reviews, staffing, audit and education programs, data analysis and reporting capabilities (modules, templates, dot phrases, preference lists, etc.).

Custom Program Design



We tailor our program to meet individual organization needs in recognition that no two facilities are alike.

Guidehouse provides strategy around the following:

- Customized auditing and education program
- Capture of diagnosis severity
- Program monitoring
- Metrics establishment
- Ensuring all members are identified and seen within the calendar year

Our Experience



Guidehouse has worked with major healthcare systems across the country in capturing patient acuity/severity in the outpatient setting.

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About Guidehouse

Guidehouse is a leading global provider of consulting services to the public and commercial markets with broad capabilities in management, technology, and risk consulting. We help clients address their toughest challenges and navigate significant regulatory pressures with a focus on transformational change, business resiliency, and technology-driven innovation. Across a range of advisory, consulting, outsourcing, and digital services, we create scalable, innovative solutions that prepare our clients for future growth and success. The company has more than 10,000 professionals in over 50 locations globally. Guidehouse is a Veritas Capital portfolio company, led by seasoned professionals with proven and diverse expertise in traditional and emerging technologies, markets, and agenda-setting issues driving economies around the world. For more information, please visit: www.guidehouse.com.

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