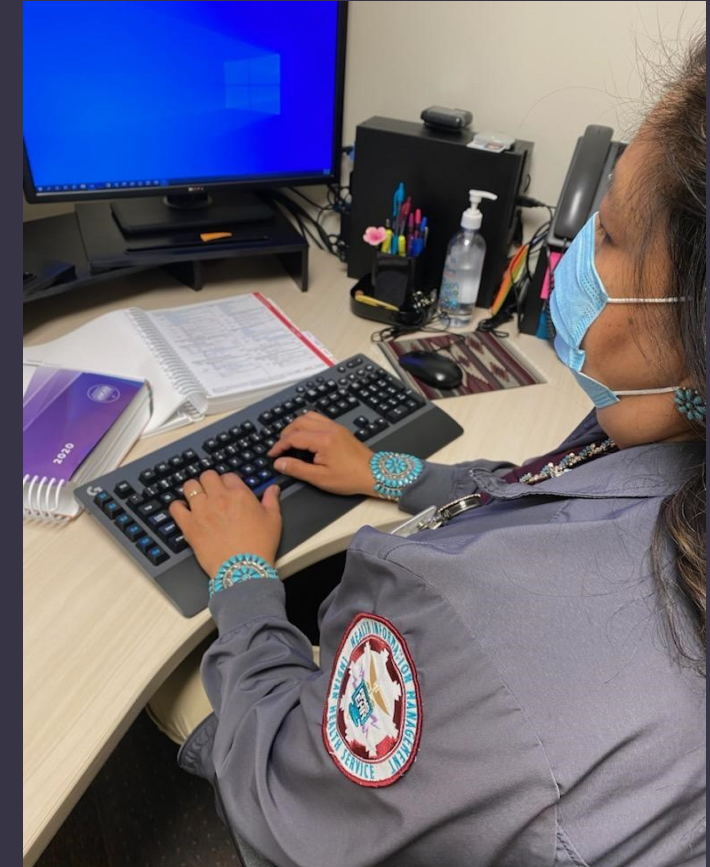




2021 CMS OUTREACH TRAINING



Using Codes to Save a Nation...
and to Save Lives





NAVAJO AREA HEALTH INFORMATION MANAGEMENT



- Gary M. Russell-King, Chief
Medical Records Administrator
Northern Navajo Medical Center
Acting Navajo Area HIM Consultant
- Member of the Navajo Tribe
Born for the Red Running Into The Water People
Clan and Zuni People Clan
- 34 years of Federal Service with Indian Health Service
- *Acting Area HIM Consultant since January 2016*



NAVAJO AREA HIM PROGRAM



- 335 HIM employees
- 10 credentialed RHITs through the American Health Information Management Association (AHIMA)
- 140 coders
- 77 certified coders
- Majority of coders are certified through the American Academy of Professional Coders (AAPC)
- Area HIM is under the Chief Medical Officer at the Navajo Area Office.



INDIAN HEALTH SERVICE MISSION



“To raise the physical, mental, social and spiritual health of all American Indians and Alaska Natives to the highest level”



THE MISSION OF THE IHS HIM PROGRAM



Is dedicated to supporting the highest quality in management of health information that will benefit both patients and providers.

To accomplish this mission, our goals as HIM professionals is to be responsible for managing health information, emphasize teamwork and collaborate in serving the healthcare team to achieve excellence in quality of patient care.

From Indian Health Manual Part 3 Chapter 3 "HIM"



HEALTH CARE INDUSTRY



We are here for the
patient...

***The PATIENT
comes
FIRST!***

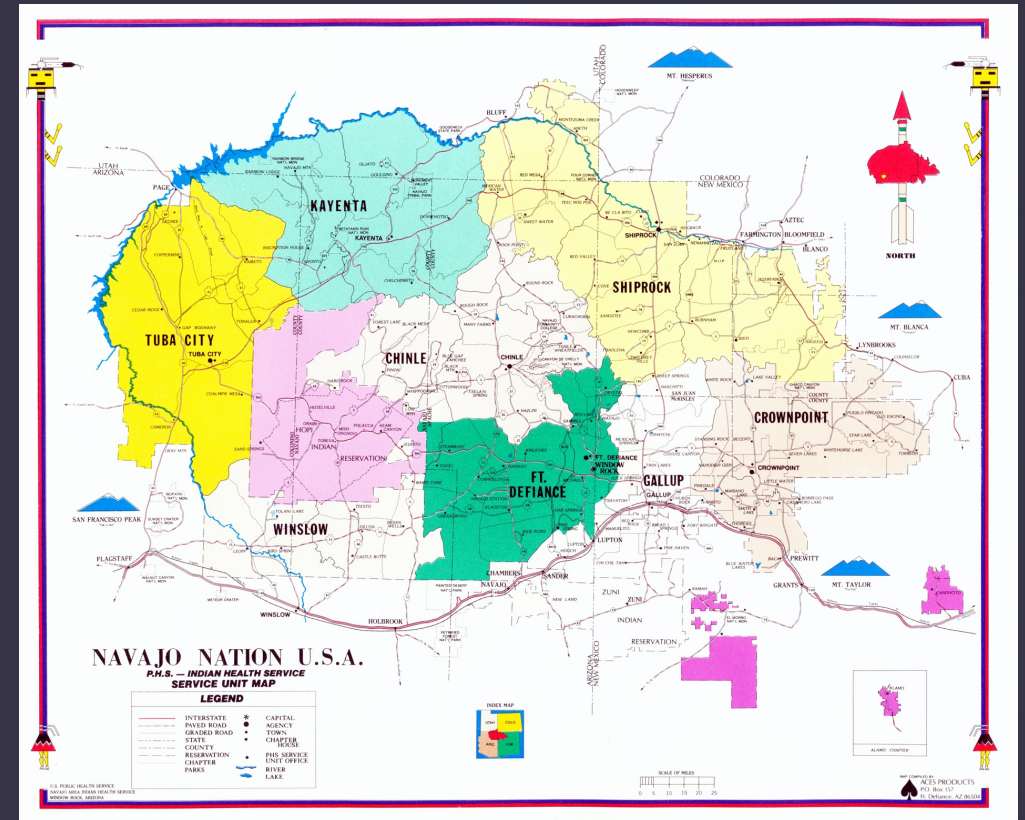




SERVICE UNIT BOUNDARIES



- Managing health information is critical to patient care.
- Many of our patients will travel to another site for health care if not accessible.
- Ensuring that the health information is readily available.





HIM RESPONSIBILITIES



- Maintaining the Legal Record
- Medical Coding
- Release of Information
- Statistical data
- Scanning
- Privacy
- NARA 2022 Initiative
- Standard Code Book
- RPMS Application Package
 - PCC
 - PIMS – ADT, Scheduling
 - EHR
- Personal Health Record



PERSONAL HEALTH RECORD (PHR)

Register on-line for access to your Personal Health Record (PHR)

3 Easy Steps! >>>

- 1 Register to use PHR**
 - ✓ Go to <https://phr.ihs.gov>
 - ✓ Create a User Name and Password
 - ✓ Answer security questions
 - ✓ Go to Patient Registration to link your account
 - ✓ Bring your I.D.
- 2 Meet your PHR Registrar**

Bring a photo ID


- 3 Login to PHR**

Fields marked with an asterisk (*) are Required

Username*

Password*

Login [Forgot Username or Password?](#)

What can I do with PHR?
View and Print Laboratory Results, Medications, and Immunizations. Keep track of your Health Issues.

For any IHS Facility you are registered at.

Is my Health Information safe?
YES!
Your health information is secure!

Do not use e-mail for emergencies.
If you are having an emergency, call 911

Always log out when you're finished looking at your PHR....

Must have *Mozilla Firefox or Chrome to access PHR*

Indian Health Service
PHS - 1955

<https://phr.ihs.gov>

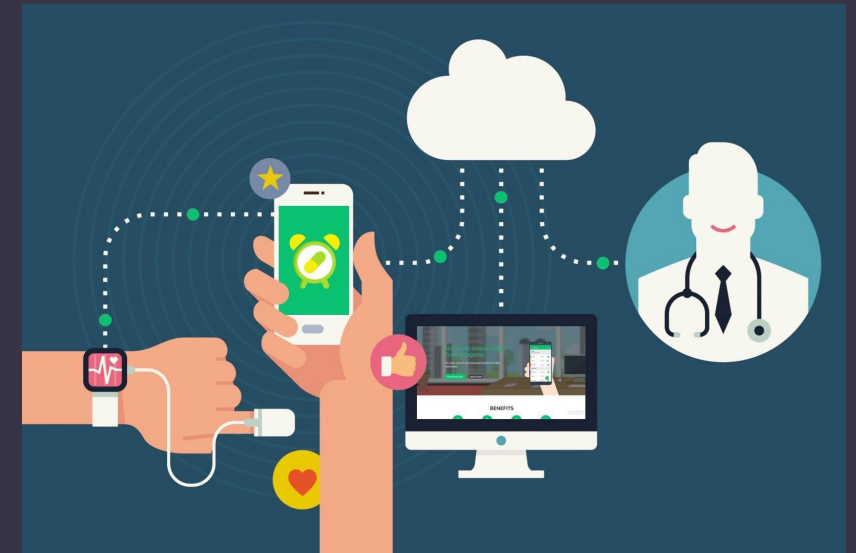
- Educating and encouraging our patients to sign up for PHR.
- Provides the patient easy access to their health information for:
 - a. Immunizations
 - b. Lab results
 - c. Patient Care Referrals
 - d. Medication list
 - e. Last outpatient & inpatient visits
- PHR allows patients to view & print from their mobile device or personal computer.



HIM IN THE 21ST CENTURY



- Health Information Exchange (HIE)
- Transition of Care (TOC)
- Consolidated Clinical Document Architecture (CCDA) Record of Care
- Electronic disclosures



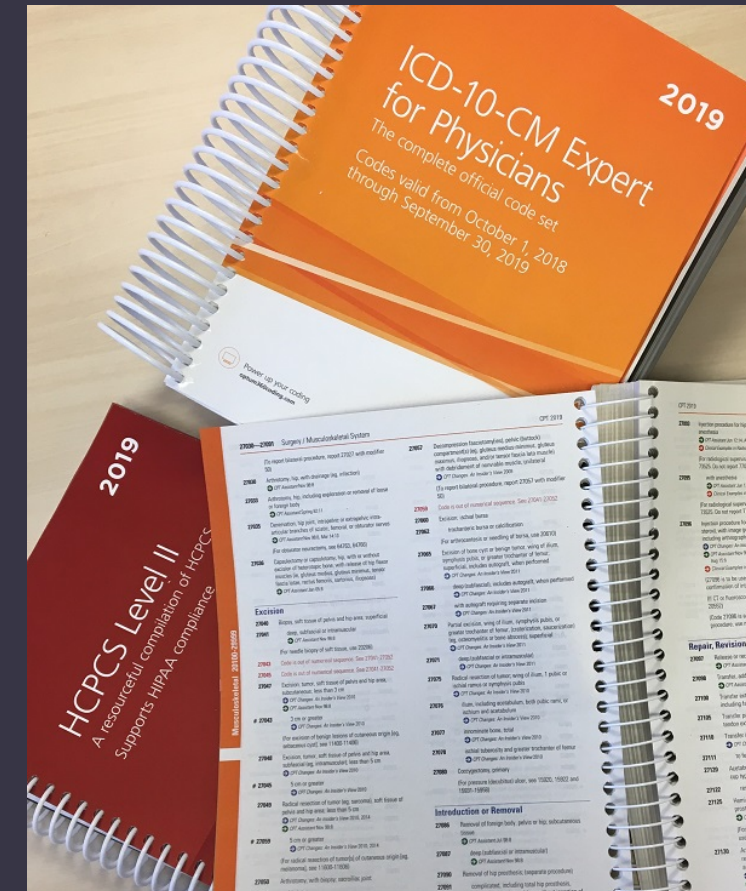


MEDICAL CODING



Medical Coding directly impacts data quality in the following areas:

1. Patient Care
2. Workload Statistics
3. Reimbursement





CODING ETHICS



- Coders must code for data quality.
- Coders should code to the highest specificity.
- All health care providers, diagnoses and procedures must be accounted for.
- Coders never assign E & M levels, that is the provider's responsibility.
- Coders should never remove any codes or providers for billing purposes only

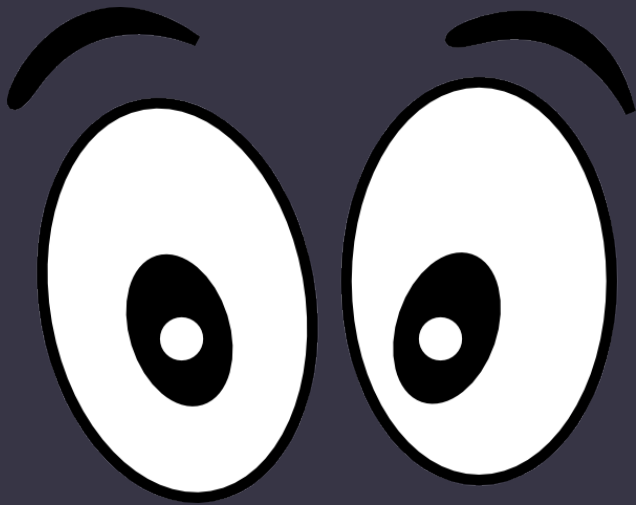




FACILITY HIM CODING REPORT



To communicate to your Exec Team what the workload status and potential revenue is each day.





\$HOW ME THE MONEY!

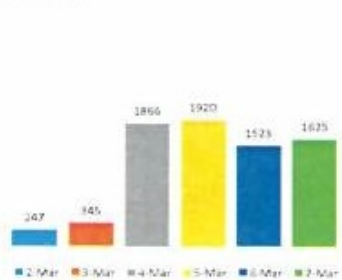
Daily Coding Production

As of March 8, 2019

New Visits	Total Coded Visits	Coding Queue	Unmerged Visits	Adjusted Coding Queue	3rd Party Visits	Medicaid Visits	Incomplete Visits	Incompletes w/Medicaid	Incompletes w/3rd Party
1,625	2,225	2,643	561	2,082	2,064	1,333	430	216	349
					Potential 3rd Party Revenue	Potential Medicaid Revenue	Potential Total Incomplete Revenue	Potential Medicare Incomplete Revenue	Potential 3rd Party Incomplete Revenue
					\$939,120.00	\$606,515.00	\$195,650.00	\$98,280.00	\$158,795.00

Week at a Glance

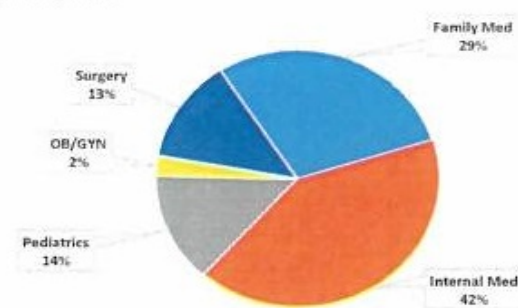
New Visits



Total Coding Production



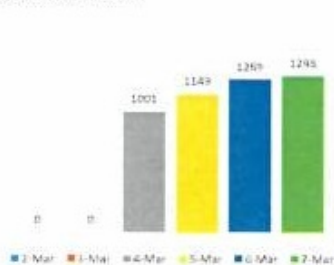
Incompletes By Clinic



Contributing Factors

Leave	
Scheduled Leave	2.5
Unscheduled Leave	8.25
Training	0
Other	0
Total	10.75

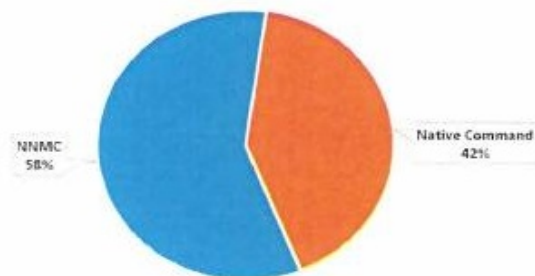
NNMC Coded Charts



Native Command Coded Charts



Coding Workload





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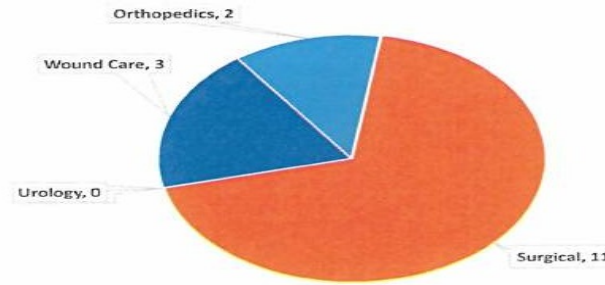


Incomplete Visit Dashboard

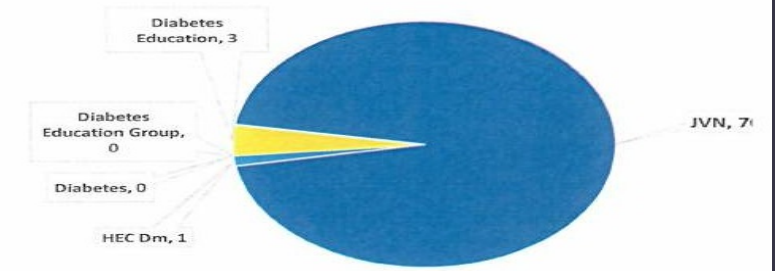
GYN/OB/L&D/Postpartum Incompletes



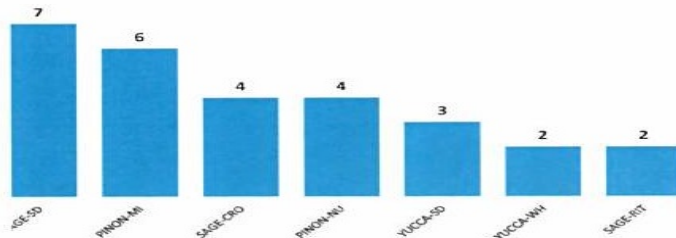
Surgery Associated Clinics Incompletes



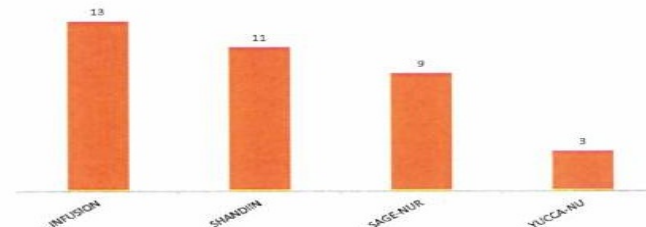
Diabetes Clinics Incompletes



Family Med Incompletes by Sub-clinic



Nurse Clinic Incompletes by Sub-clinic



Pediatric Incompletes by Sub-clinic



Top providers w/ Deficiencies

Providers	Incompletes	Potential \$
BENALLY,M	70	\$31,850.00
MANUELITO,S	22	\$10,010.00
MOHS,K	21	\$9,555.00
LEGGETT,H	16	\$7,280.00
RITTSCHOF,J	12	\$5,460.00
KELLEWOOD,T	11	\$5,005.00
JIM,L	10	\$5,005.00
D'EMILIA,J	9	\$4,550.00
COPE,J	8	\$4,095.00
WENDT,J	8	\$3,640.00

Top Incomplete Chart Deficiencies

Deficiency	INC Count
PROGRESS NOTES	114
JVN REPORT	67
E&M CODE BY PROVIDER	39
NO DOCUMENTATION OF VISIT	33
UNSIGNED NOTE	29
UNCOSIGNED NOTE	20
RADIOLOGY REPORT	20
SIGNATURE MISSING	15
STILL INPATIENT	13
OTHER	13

Top Clinics w/ Highest Number of Incompletes

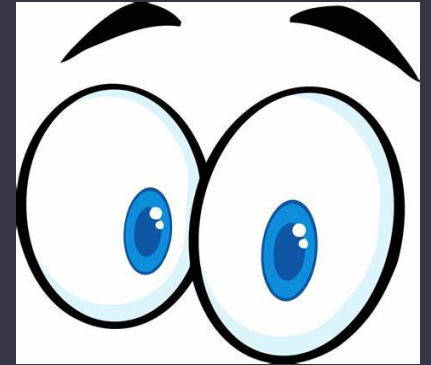
Clinic Code	Clinic Name	INC Count
A2	JVN	70
13	INTERNAL MED	51
30	ED WEST	49
28	FAMILY MED	36
B5	NURSE CLINIC	23
D8	MRI	22
14	MENTAL HEALTH	20
72	MAMMOGRAPHY	16
20	PEDIATRICS	13
E2	INFUSION	13



DAILY CODING DASHBOARD REPORT



- Report to include:
 - Number of visits in Coding Queue, how many w/3rd party insurance
 - Number of incomplete visits w/3rd party insurance
 - Top 10 type of deficiencies and totals by providers
- Use the OMB rate to report potential dollar amounts to be collected





CODING ROADBLOCKS

- ✓ Timely documentation
- ✓ Timely completion of Incomplete notes
- ✓ Insufficient documentation and specificity
- ✓ Communication methods between Coder & provider
- ✓ Contract providers depart without completing visits





CODING COMPLIANCE CHALLENGES



Coding must meet the agency's Internal Control Policy.

- All encounters must be coded within 4 days of the visit.
- Quarterly audits for coding accuracy





CODER INVOLVEMENT

Coders should always be involved in education and awareness with all health care providers:

- Huddles
- Committees & meetings
- Newsletters
- E-mails





COMPETENCY & PROFICIENCY

- Important that health care facilities and Management support and invest in resources (time and funding) to educate coders and billers.
- Revenue Cycle is included in New Employee and Customer Service Orientation.
- Appropriate coding certification for inpatient coding.
- Establish meaningful competencies for the revenue cycle for staff.
- Invest in training for front line Registration staff.

NAVAJO WAY - TEACHING



Use to illustrate the purpose and flow

- Starting with the east, and ending with the north.

Examples:

1. Registration, billing, receivable, voucher
2. Pediatric, Family/Internal Med, OB/GYN, Surgery/ER coding – working way to certification



AREA REVENUE CYCLE TOOLS



Tools that can enhance your SU revenue:

- **Area Charge Master Contract** — *Can help identify areas for improvement.*
- **Certified Coding Auditors** — *Internal Control compliance.*
- **Clinical Documentation Specialist (CDI)** - *Ongoing revenue education, monitoring and reporting.*
- **Certified Billers** — *validation of expertise & profession.*



FUTURE RESOURCES



- Navajo Area HIM Program has established MOA/MOUs with local colleges Health Information Technology Programs to provide on-site student preceptorship in coding and billing:
 1. San Juan College (40 hrs)
 2. University of New Mexico – Gallup (80 hrs)
 3. Carrington College – Albuquerque/Phoenix (180 hrs)
- Collaboration and cooperation is needed from both HIM and Business Office as the students may be future possible candidates for our work force.





IHS CODING TRAINING



- CMS Coding Certification Course – 2 week course
5 year contract sponsored by CMS 2020-2025
- Nashville IHS sponsored coding trainings
- IHS HIM Office Hours
- Training by McManis, NOVITAS and IHS
- AAPC Webinars





THE FUTURE... *ARE YOU READY?*

BACK
TO THE **FUTURE**

2022 Implementation by WHO





QUESTIONS?



May You Work In Health & Beauty!



Watch NAIHS Coding Recruitment Video

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