

## CLIENT SUCCESS STORY



# ACP Expands HCC Coding Process from 12 sites to 53 with Higher Accuracy and Fewer FTEs

## THE CHALLENGE

Arizona Community Physicians (ACP) is a leader in value-based care. Their Accountable Care Organization (ACO), Abacus Health, was selected to participate in the Medicare Shared Savings Program (MSSP) beginning on January 1, 2016.

During their first two years in the MSSP, ACP deployed a six-step manual process for 12 of their 53 locations to ensure appropriate and accurate HCC codes. Managed by three full-time ACO employees, the process was designed to review all medical records as well as associated claims.

This manual process proved to be inefficient, error-prone, and stressful for coders. Coders were constantly rushing to review claims and medical records for HCC accuracy so claims could be sent to payers. Often incorrect claims were discovered that had already been sent to payers, and coders had to spend additional hours working with the billing team to correct and repost them.

Extending this manual system to cover all 53 locations while maintaining a thorough HCC process would have been even more inefficient and costly. ACP clearly needed a better solution.

**The goal:** Reduce time spent on HCC coding review, minimize costs, and streamline operations while maintaining or improving HCC accuracy.

## CLIENT PROFILE

### Arizona Community Physicians

- 53 locations in Tucson, Oro Valley and Green Valley, Arizona
- About 800 employees and 166 multi-specialty providers
- Patient-centered approach to care
- Formed ACO, Abacus Health

## RESULTS



### Increased productivity

2 HCC coders needed to cover 53 sites, previously 3 coders were needed for 12 sites



### Improved accuracy

eliminated a manual, retrospective HCC coding review process



### Stronger peace of mind

knowing there's a compliant, automated review process

*"The automation RCxRules brought to our HCC coding process led to a dramatic productivity hike in our organization and is a key factor in our success with MSSP."*

– Kimberly Clifton, Director of ACO Operations

## THE SOLUTION: HCC Coding Software

By leveraging the RCxRules software to automate their pre-claim coding review process, ACP significantly reduced the time and resources required to perform their comprehensive HCC review process, while improving accuracy.

### The RCxRules Software:

- Automatically reviews every encounter that is finalized in the EMR
- Identifies encounters with HCC coding gaps and tasks them to coders
- Enables a concurrent/real-time review of encounters opposed to costly retrospective reviews
- Provides reporting which shows provider recapture reports, as well as added/deleted HCCs and their effect on RAF value

### Implementing the RCxRules HCC Coding Software proved successful for ACP.

*"The automation RCxRules brought to our HCC coding process led to a dramatic productivity hike in our organization and is a key factor in our success with MSSP,"* says Kimberly Clifton, Director of ACO Operations. She then added *"The technology is extremely user-friendly and the RCxRules team is flexible and responsive."*

*Improve your  
organization's  
financial and  
operational health.*

To learn more, contact us:

802-735-0089 ext. 2  
sales@rcxrules.com