

Healthcare Coding Company Turns to iEnergizer for Speed, Value, Quality and Full Compliance

When a Fortune 100 healthcare coding company found they weren't hitting service metrics, such as 24-hour end-to-end turnaround times (TATs), and were incurring high per-transaction costs due to manually-intensive processes, they knew they needed a better solution. They wanted to also address ongoing charts recycling issues that further added to delays, and wondered if they could both automate and increase quality targets.



Objective • **Process Compliant High Volume in a Hurry**

When they approached iEnergizer, this company needed a new partner who could:

- exhibit hospital procedures in/out coding expertise with a proven record of regulatory compliance
- have the ability to process up to 25,000 charts per month
- meet an abbreviated one-month ramp-up requirement for seamless transition
- hit service level agreements (SLAs) within the ramp-up timeframe
- add value to current processes

Challenge • **Streamline Expensive Manual Processes**

Working with client teams, iEnergizer developed a solution that combined highly-skilled personnel with user-friendly technology to achieve a 24-hour TAT from Day One.

During the short transition, iEnergizer teams collaborated with client teams using real-time reports to manage staff and share volume insights as they moved to swiftly implement center recruitment, IT infrastructure and web training.

Result • **Target Quality Metrics Surpassed Expectations**

In addition to Day One TAT targets, this client:

- achieved quality target metrics by Week 2
- surpassed quality performance SLAs (99% to SLA 98%)
- denied claims by payers came down by 50%

With its new, streamlined processes, this client recognizes iEnergizer's unique ability and commitment to offer both value and top-tier quality service.