

# Leveraging Technologies to Optimize Quality Assurance Strategies

*Maximize RAF Performance Through  
Enhanced QA Tools and Processes*

## Presented By:

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# Introductions



**Marilyn Garry**

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# Topics to Discuss

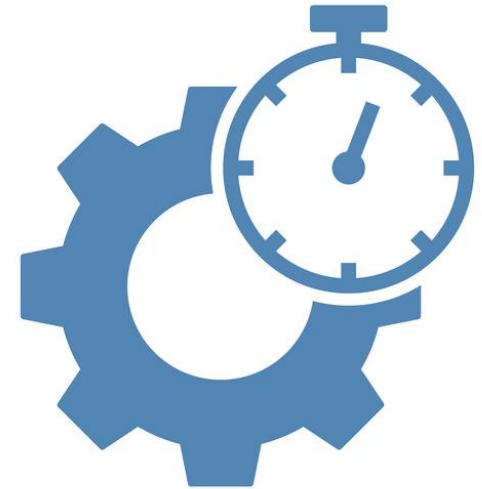
- Learn how to utilize your Quality Assurance team to create the optimal strategies for maximizing RAF gain while remaining compliant
- Leveraging sophisticated technology to enhance Quality Assurance strategies and elevate coder performance
- Discuss how Quality Assurance outcomes build provider education programs to improve suspecting gap closure at the point of care



# **Maximizing RAF Gain with Advanced Technology, Functionality, & Flexibility**

# How to Increase RAF Gain

- Real time Gap Needs/Closure
- Real time statistics on remaining gaps by patient
- Identify provider deficiencies in documentation
- Claim validation (Deletes)



# How to Increase RAF Gain

- Multiple levels of QA
- Modeling payment predictions (ICD 10-CM Changes)
- Focused/Targeted HCC/HHS categories and/or diagnosis (i.e., high risk dx, RADV outcomes, etc.)



# Technology Tools Needed to Strategize

- Coding Platform with flexibility
  - Sampling
  - Focused/Targeted reviews (i.e., dx or HCC/HHS categories)
  - Facilitating claims validation with multiple workflows to one document
    - Adding a diagnosis that may not have been billed but is documented
    - Validating a diagnosis in the encounter

# Technology Tools Needed to Strategize

- Multiple QA Levels
  - Level 1
  - Level 2
  - Level 3

*Note: This is the CMS Model*

- Coder Accuracy Reporting



# Sample Size Audit Flexibility

- Sample Size Audit Flexibility
  - % of project
  - % of HCC Categories
  - % of Diagnosis codes
  - % of coder
  - % of auditor
  - % of vendor
- Multi-level QA



***Note: Randomizer on all coded work items***

# Claims Validation Flexibility

Flexibility in the technology platform to validate and add all diagnosis applicable to a patient in one approach

- Ability to add diagnosis that are actively being managed
- Ability to delete diagnosis from a claim that is unsupported
- Ability to dynamically move deletes into a QA review process before final delete
- Ability to view other resources in which the proposed deleted diagnosis is available (i.e., other encounters)
- Identify encounters that have signature issues in preparation for RADV opportunities
- Ability to identify provider educational needs based on documentation findings

# Rejects – Understand the Why?

- Lack of substantiation
- Documentation shortfalls and opportunities
- Date of Service deficiencies
- Utilizing a technology platform where gap closure fell short
- Improves NLP output
- Coding guideline updates



# Quality Assurance Suspecting

# Future State of Quality Assurance Programs

- Suspecting is shifting to the point of care
- Technology should assist in identifying clinical data points for potential diagnoses
- The pre-visit planning with effective technology can assist the diagnostician in identifying potential conditions that apply to the patient's health status

# Key Takeaways

- The best approach to a Quality Assurance programs is leveraging technology that has flexibility
- The best approach in capturing new and validated codes is to utilize technology that has NLP and flexibility in targeting your patients with gaps
- The best approach to educate providers on CDI needs and/or suspecting is to have flexible technology to assist real time needs





# Thank you for joining us!

## Questions?

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