

Clinical NLP *MEATs* Risk Adjustment

Presented By:

Amy Campbell, RN, MSM, CCDS-O, *Clinical Documentation Improvement Director* – **Wolters Kluwer, Health Language**
Melissa James, CPC, CPMA, CRC, *Risk Adjustment SME, Senior Consultant, Coding Specialist* – **Wolters Kluwer, Health Language**





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We are a network of health care professionals addressing the challenges posed by the emerging landscape of value-based care and government health care reform.

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started by Ilene MacDonald 489 days ago

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ASK YOUR QUESTIONS IN OUR DISCUSSION BOARD

Today's presenters:



Amy Campbell, RN, MSM, CCDS-O
Clinical Documentation Improvement Director
Wolters Kluwer, Health Language



Melissa James CPC, CPMA, CRC
Risk Adjustment & Coding Specialist, Senior Consultant
Wolters Kluwer, Health Language



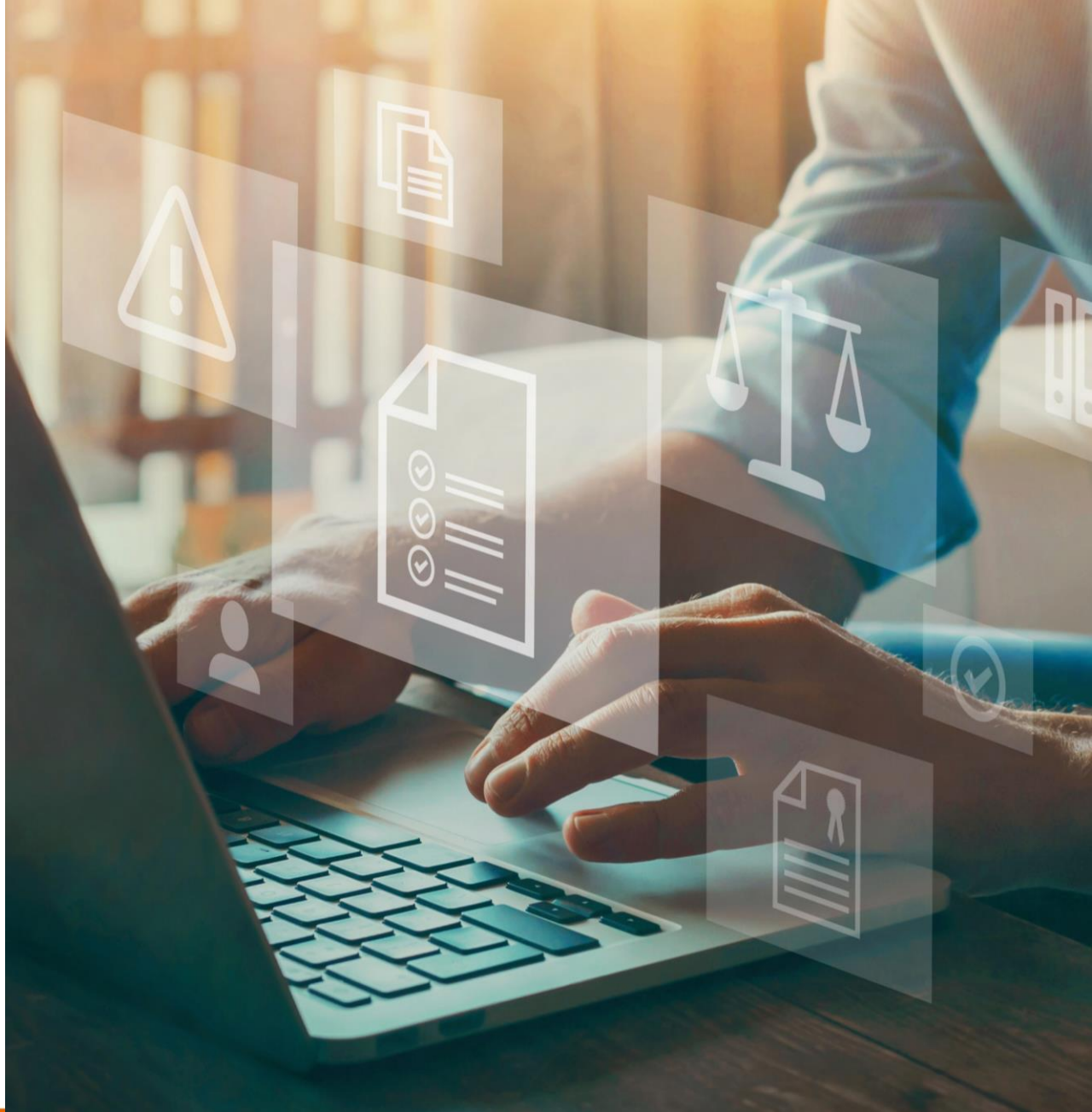
Today's agenda

- Top challenges in Risk Adjustment Coding Operations
- Existing computer assisted automated coding technology used today
- Shortfalls of current technology
- How the right technology can improve both retrospective and prospective risk adjustment workflows
- How to get started

Top challenges in risk adjustment coding operations

- CMS Final Rule on repayment methodologies-delayed (again) until 2/01/2023
- Rate and pace of RADV/OIG audits

REMEMBER: ROI is not just an increased RAF, it is also about staying out of the headlines!



SURVEY QUESTION #1

Is your organization using technology to address these challenges?

1. No – we do not use technology; no plans to
2. No – we do not use technology; plan to in the future
3. Yes – we use a coding tool, but not NLP
4. Yes – we use technology with NLP
5. Not sure?

Common shortfalls of current risk adjustment workflows

ARE YOU USING THE WRONG TOOL?

- Workflow challenges
- Is 95% accuracy good enough?
- Leveraging technology
 - Areas of risk
 - Opportunity
- Dangers of bad technology
- Bridging the communication divide



SURVEY QUESTION #2

If you're using NLP technology for chart review and risk adjustment workflows, what's your opinion? Where do you stand?

- a) Love it, makes my job easier!
- b) Returns too much noise, doesn't save time
- c) Don't trust it, it misses diagnoses
- d) Hate it, waste of money!
- e) We don't use it

Physical Examination:

- Vitals: BP 135/90, R 13, P 80 and irregularly irregular, Weight 167 lbs., Height 5'6"
- HENT: unremarkable
- Neck: supple
- Lungs: clear to auscultation
- CVS: heart regular rhythm, no murmurs. Mild ankle edema. Pedal pulses 1+ bilaterally
- Abdomen: soft
- Musculoskeletal: Normal strength and gait
- Neurological: oriented times three, normal speech, no weakness in extremities, monofilament foot sensation test notable for decreased sensation on the left.

Assessment

- Hypertension: better controlled on current regimen
- Diabetes control improving with better adherence to diet.
- Paroxysmal atrial fibrillation now on Xarelto and Tikosyn (Dofetilide) due to elevated stroke risk. Managed by cardiology.
- Type 2 diabetes mellitus with diabetic chronic kidney disease
- Chronic kidney disease, stage 3b. eGFR remains stable. Will optimize treatment for DM and HTN.
- Diabetic polyneuropathy, mild
- Lupus erythematosus, no active disease. Will repeat ESR in two months.

Plan

- Continue current medications
- Follow-up with cardiology for management of atrial fibrillation and anticoagulation.
- Emphasize need for strict adherence to ADA diet
- Referral to podiatry to prevent potential skin lesions
- Return to clinic in 4 weeks or as needed
- Neurology referral

Technology Evolution

*How can it enable
coder workflow*

What if you had the right technology to transform risk adjustment...

... your tool surfaced the clinical indicators for each diagnosis

...you could choose which clinical indicators were attached to the conditions you coded

...charts were organized appropriately to streamline your workflow

The Coder Workbench does it all.



CHART TABLE OF CONTENTS

Table of Contents ✕

Search 🔍

Sort by: Newest First ▾

- Progress Note Outpatient 02/27/2021
 - Review Of Systems
 - Social History
 - Physical Exam
 - Assessment
 - Plan
- Progress Note Outpatient 01/19/2021
 - History Of Present Illness
 - Review Of Systems
 - Social History
 - Physical Exam
 - Assessment Plan
- Progress Note Outpatient 01/03/2021
 - Review Of Systems
 - Social History

SURFACED DIAGNOSES & CLINICAL INDICATORS

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PRE-POPULATED DIAGNOSIS CARD

Paroxysmal atrial fibrillation

ICD-10 Code *

I48.0 Paroxysmal atrial fibrillation ▾

Refine

[Guidelines](#)

Note Type

Progress Note Outpatie...

Encounter Date

02/27/2021 📅

Provider Type

e.g. Physician ▾

Provider

Richard Rodriguez, MD

Signature

Supporting Documentation

Recommended ▾

MedicationStatement: Xarelto

MedicationStatement: Tikosyn

Condition: irregular heartbeats

MedicationStatement: Xarelto

MedicationStatement: Tikosyn

Condition: irregularly irregular

MedicationStatement: Xarelto

MedicationStatement: Tikosyn

Prospective risk adjustment is founded in retrospective risk adjustment

- What is prospective risk adjustment?
- How does an organization get started in this “newer” frontier?
- Queries must be compliant
 - If unsure reference: [ACDIS/AHIMA Guidelines for Achieving a Compliant Query Practice—2022 Update](#)
- Consider pre-drop tactics to ensure accuracy



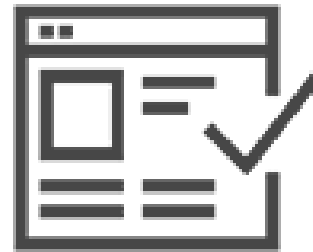
The Coder Workbench was designed to be a springboard for other workflows

Leverage the right technology to ensure successful risk adjustment programs



EXTRACT

Clinically trained NLP with embedded coding intelligence extracts clinical insights from unstructured data



ORGANIZE

Coder Workbench organizes the medical chart, facilitating a streamlined coder review workflow



ACCELERATE

Perform accelerated record review for retrospective and prospective risk adjustment workflows

Correct for the future with the Health Language Coder Workbench

THANK YOU!

Please reach out, we'd love to connect with you!



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EVENTS & PRESENTATIONS COMING UP:

RISE Risk Adjustment Forum

November 28-30th in Scottsdale, AZ

Panel Presentation: A Perspective from the Plan Level: Engaging your Provider to Improve Documentation

RISE Sponsored Webinar

December 8th

More information coming soon!

[Visit our website](#) to learn more about Health Language Risk Adjustment Solutions!