

# Computer-Assisted Coding Decreases Claim Denials by 30 Percent

## CASE STUDY

**Richmond University  
Medical Center (RUMC)**  
Staten Island, NY

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470+ beds

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An affiliate of the Mount Sinai Hospital and Mount Sinai School of Medicine in Manhattan

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Leader in: surgery, gastroenterology, pediatrics, endocrinology, urology, oncology, orthopedics, surgery, and maternal health services in Cayuga

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During the spring of 2015, RUMC's encoder vendor was failing to provide the comprehensive workflow and functionality support necessary for the pending ICD-10 migration, which would go into effect on October 1, 2015. The forecasted productivity losses to coders because of the migration were concerning to RUMC executives as it would negatively impact Discharged Not Final Billed (DNFB) and hospital cash flow.

Additionally, RUMC sought to reduce the time coders spent coding cases.

RUMC engaged AGS Health to assess the situation and provide a configured software solution that met RUMC's unique workflow requirements. AGS ensured RUMC staff were trained and ready for launch. Coders appreciated AGS meeting enhancement requests, like hotkeys and shortcuts, which further improved efficiency.

## CHALLENGES

- Unprepared for migration to ICD-10
- Growing volume of claim denials
- Increased time spent by staff coding

## Outcomes

- 38 percent decrease in Discharged Not Finally Coded (DNFC) days
- 13 percent decrease in complex denials
- 30 percent decrease in rejected claims



# 38%

decrease in DNFC days. DNFC days decreased from 7.6 days to 4.7 days, enhancing cash flow by \$2,270,356.



# 13%

an overall decrease in claims denials. Complex denials decreased by 13 percent, while rejected claims decreased by about 30 percent.

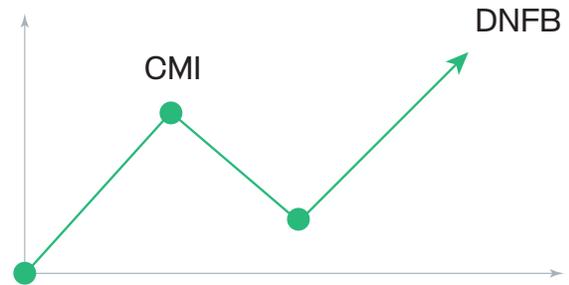


# ZERO

downtime needed. CAC requires zero IT support, which optimizes workflow.

### CAC – THE AGS WAY

Despite hospitals experiencing between 10 – 50 percent loss in coder productivity with the ICD-10 transition, RUMC realized a 33 percent increase in coder productivity. Organizational metrics, such as DNFB and CMI, were not negatively impacted by the ICD-10 cutover.



**Increase coder productivity by 33%**



“One of the absolute best features in CAC, and I can’t stress this enough, are the real-time reports and dashboards that are at my disposal every day, at any given time. I know RUMC’s CMI and many other productivity and financial metrics.”

LIZA SIMANOVSKAYA, DIRECTOR FOR HIM