

St. Joseph Heritage Healthcare Gains Flexibility with Tegria Coders

Challenge

The coders at Heritage were staffed to handle front end coding volumes but found there wasn't enough time to work coding-related denials and customer service reviews resulting in a backlog. Tegria, who had worked ongoing insurance for Heritage as part of a long-standing relationship, had visibility to the coding bottleneck and willingly stepped in to assist.

Over time, Heritage faced a slew of staffing issues: vacation or personal leave requests, turnover, and the high cost of hiring and training new coders. Simultaneously, they were rapidly acquiring new provider groups, and needed a flexible number of coders trained across multiple specialties.

St. Joseph Heritage Healthcare is the medical foundation partner of St. Joseph Health and includes eight medical groups across California, three of which are located in Northern California. The St. Joseph Health System provides a full range of care facilities including: acute care hospitals, home health agencies, hospice care, outpatient services, skilled nursing facilities, community clinics and physician organizations.

Results

Tegria follows Heritage's coding productivity standards. All Tegria coders require 95% or higher quality assurance, and our coders average 98% quality standards. Heritage has the ability to monitor coding productivity and quality closely using Tegria's analytics and technology. Heritage can stay up-to-date with business needs and has contributed to the success of the organization.

Partnership Update

Tegria and St. Joseph Heritage Healthcare entered in to a groundbreaking partnership that allowed Heritage to benefit from a new non-clinical revenue stream from Tegria while shaping best practices for revenue cycle services. This partnership is the result of a healthy, five-year relationship as well as excellent revenue cycle performance.



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Solution

Tegria initially provided one full time and one part time coder to work through denials, task lists and reviews. Within six months, Heritage recognized that Tegria could also solve their coder shortage. They requested additional coders as business need dictated, and on the high end, 13 Tegria coders partnered up to work coding related functions. With access to Tegria's coders, Heritage was able to add new providers which came with additional responsibilities, never having to worry that a backlog or bottleneck would surface.

Related, Tegria offered Heritage additional assistance during the ICD-10 conversion. Tegria staffed a hotline for several weeks for providers to call if they had a question regarding which code to use.



I would like to make it clear that our business office was not underperforming before the transition to Tegria. Yet today, only 9 months after rebadging 225 employees across three locations our net collection rate is 98.9%—and that's over-performance compared with KPI.

—Vice President, Heritage