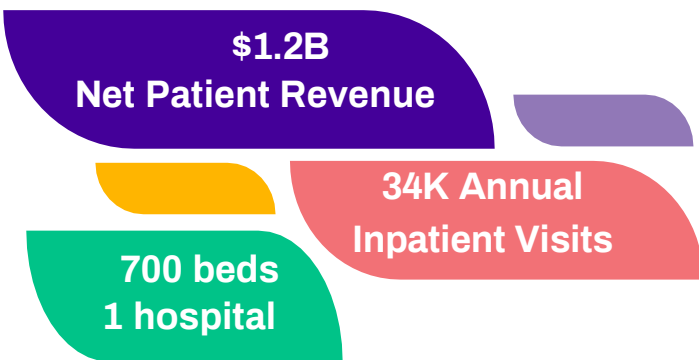# streamline HEALTH®

EVALUATOR CORRECTS 22% OF EXTERNAL VENDOR-CODED DRGS, RESULTING IN $1M FINANCIAL IMPACT OVER 90-DAYS

Streamline Health eValuator™

SNAPSHOT

Facing challenges in hiring inpatient coding staff, the client turned to outsourced coding support. eValuator identified a high DRG change rate associated with the outsourced vendor, resulting in the capture of approximately $600,000 in revenue and averting potential overbilling of over $400,000 in the same quarter of the outsourced vendor's implementation.

CLIENT PROFILE

$1.2B
Net Patient Revenue

34K Annual
Inpatient Visits

700 beds
1 hospital

THE CHALLENGES

- The ongoing struggle to fully staff the inpatient coding function resulted in a reliance on outsourced coding support.
- Outsourced agency provided no visibility into the efficacy of coding.
- Initiation of outsourced coding support coincided with eValuator's reporting of a significantly increased DRG change rate or a decline in coding quality.

GOALS

- Maintain a quarterly baseline DRG change rate of 12% while utilizing outsourced coding support.
- Mitigate any adverse effects of subpar coding from the outsourced vendor before billing.
- Leverage eValuator-driven results to support the recruitment of permanent coding staff and additional audit assistance.

> " We found lots of errors and almost all were from a contract coder. eValuator provided the proof needed to mitigate loss and ask for a contract coder change. "
>
> – Senior Director of Corporate Coding & Revenue Integrity
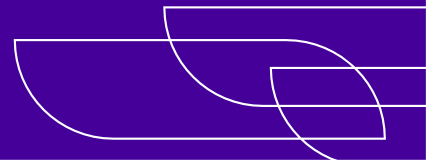
ANNUALIZED FINANCIAL IMPACT

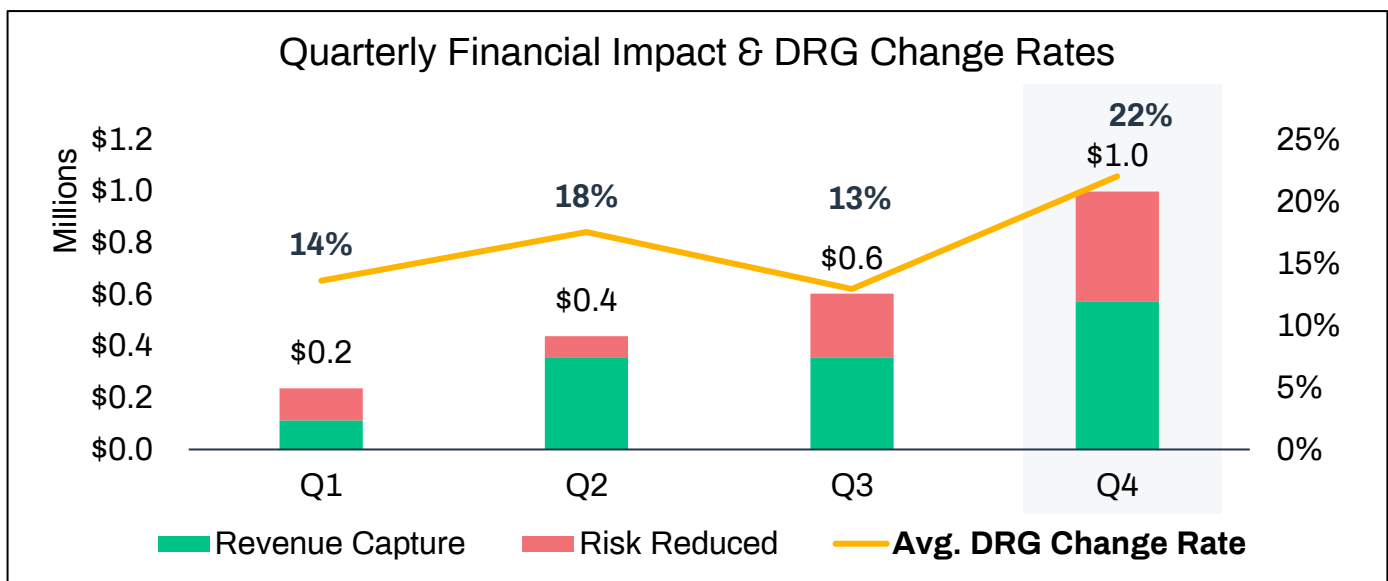| $2.2M	$1.4M	$0.8M
Total Financial Impact	New Revenue Captured via Audit Changes	Risk Reduced via Audit Changes

THE OUTCOME

- The client experienced an approximate 70% increase in their DRG change rate in a single quarter, climbing from 13% in Q3 to 22% in Q4. This spike coincided with the quarter when the client implemented outsourced coding support.
- The elevated DRG change rate in Q4 led to the capture of approximately $600,000 revenue for that quarter, revenue that would have otherwise been lost. Furthermore, within the same quarter, eValuator averted potential overbilling and mitigated risks totaling over $400,000.
- The significant increase prompted a reevaluation of the outsourced coding support. The assessment revealed that the outsourced coder was the main contributor to coding errors, prompting a change in contract coder.

Quarterly Financial Impact & DRG Change Rates

Millions

	Q1	Q2	Q3	Q4
	14%	18%	13%	22%
	$0.2	$0.4	$0.6	$1.0

■ Revenue Capture ■ Risk Reduced — **Avg. DRG Change Rate**

eValuator™

Learn more on how to optimize compliant revenue and reduce risk before submitting claims

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