

Goals

- Elevate workforce and scale proficiency across domestic and international teams
- Minimize cost and burden of maintaining code resources in a distributed workforce
- Optimize prebill edits and denial prevention efforts



Industry

Revenue cycle management

Company Size

11,000+ employees worldwide

Headquarters

Plano, Texas

Overview

CorroHealth is a global leader in revenue cycle management, specializing in enhancing financial health and operational efficiency for hospitals and health systems. Along with a comprehensive suite of solutions, they offer outsourced coding, billing, and auditing services, providing essential support for both fee-for-service and value-based care models. To elevate their documentation specialty services and scale proficiency across domestic and international teams, CorroHealth partnered with AAPC, recognized as the gold standard in medical coding and billing.

Approach

CorroHealth sought a partnership with AAPC to address workforce proficiency and education gaps. Amanda Claxton, Senior Manager of Education at CorroHealth, identified areas where upskilling coders was necessary to safeguard the highest level of quality. She and her team chose AAPC for its **comprehensive educational platform**, which could reinforce the work done for clients. AAPC's **teaching tools** were used to measure and benchmark coder proficiency, enhancing targeted skillsets aligned with client specialties and standards.

"AAPC provided a total platform that we could use to educate and reinforce the work that is done for clients." - Amanda Claxton, Senior Manager of Education

Terri Phillips, Senior Manager of Quality and Education Services, highlighted the onerous and costly process of maintaining code reference materials across a distributed workforce. **Codify by AAPC** was identified as a resource to scale best practices and coding accuracy across global teams.

As Terri explains the solution, "We brought on Codify as a supplement to our coding teams because it was so easy to use. It is accessible to everyone as a secure, web-based solution that can easily integrate into any workflow – without concern for distributing paper resources across offices and global teams."

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CorroHealth was also engaged with a company-wide compliance initiative, focusing on prebill edits and denial prevention, and Codify was recognized as the missing link to unify expertise. With Codify inserted into their workstreams, teams quickly honed in on modifier usage. By leveraging tools that check for bundles, modifiers, code pairings, and using claim scrubbers and cross checks, they were able to reduce errors and amplify clean claims.

"Having Codify gives us confidence that all our teams have access to the latest guidelines and they are aligned with best practices and accuracy that inspires trust in our clients." - Terri Phillips, Senior Manager of Quality and Education Services

Results

The partnership with AAPC yielded the following benefits:

- **Improved Coding Accuracy:** Integration of Codify into workstreams reduced errors and improving overall customer satisfaction.
- **Enhanced Denial Prevention:** Leveraging Codify's capabilities for checking bundles, modifiers, and code pairings led to cleaner claims.
- **Cost Savings:** By transitioning from physical code books to auto-renewing, up-to-date eBooks integrated with Codify, CorroHealth saved \$450 per employee on shipping costs.

"Codify has been a lifesaver for us!" - Terri Phillips, Senior Manager of Quality and Education Services

Key Resources

CorroHealth team members identified features within Codify that were pivotal to their success:

- Policy manuals, fee schedules, and historical references
- Code constructors, cross-checking utilities, and NCC edits for Medicare and Medicaid
- Historical and upcoming information, illustrations, and coding advice from authoritative resources like AMA and CPT
- Lay terms that clarify nuances in understanding

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