



CLINICAL-INSIGHTS



Your **Local** Health Information Solution

OUR SERVICES INCLUDE:

Medical Record Coding & Billing

- Inpatient
- Outpatient
- ER
- Ambulatory

Data Entry

- Coding
- Abstraction

Medical Record Abstraction

- Core Measures
- NCQA
- Clinical Study Support
- HEDIS

Auditing & Education

- Coding Reviews
- Abstraction Reviews
- Customized Training
- RAC Tracking





CLINICAL-INSIGHTS

Your Local Health Information Solution

The primary obstacle to quality medical record coding and data abstraction is the lack of qualified and experienced health information management professionals, such as medical record coders and data abstraction nurses.

Clinical-Insights is your **local** health information solution. We offer credentialed medical record coders with at least three years of recent “hands-on” coding experience. Our nurse abstractors are equally experienced with medical record data abstraction for all types of projects.

Developed by The Carolinas Center for Medical Excellence (CCME), Clinical-Insights provides experienced and credentialed professionals to complement your staff so you can meet your coding and abstracting deadlines.

Our outsourcing services are provided on-site or remotely and, because our staff is located throughout the Carolinas, we can respond quickly and affordably.

www.clinical-insights.com

“ I really love working as a Clinical-Insights staff member! The company provides me with the tools I need to do my job in the most professional and efficient manner. Its priorities and values are right in line with my own – together we work toward a common goal.”

—**Marie Thomas, RHIT, CCS, CPC-H**
Coding & Auditing Consultant at Clinical-Insights, LLC



CODING SERVICES

An American Hospital Association study found the national vacancy for coding personnel is nearly 20 percent – higher than the vacancy rate for nurses.

Supplementing your staff through Clinical-Insights gives your hospital or office more coding and abstraction leverage to meet the challenges of staff shortages or backlogs. Short-term or long, tomorrow or next month, our staff consultants are available and include some of the most experienced and knowledgeable professionals in the field.

Our coding staff have years of experience working in hospitals and physician offices and adhere to only the highest standards of conduct. We use industry standard sources of coding information and assign:

- Diagnostic and procedural codes according to the guidelines set forth by the Coding Clinic for ICD-9-CM.
- Diagnostic and procedural codes that are supported by medical record documentation.
- CPT codes according to the guidelines set forth in the CPT Coding Book and the CPT Assistant, and edits set forth in the National Correct Coding Edits publication.

Our coding services include:

- Inpatient, outpatient, ER, and ambulatory records
- Coding/billing audits and education
- RAC appeals
- Chargemaster reviews
- Data entry

“ I have had the opportunity to work with the Clinical-Insights staff on numerous projects requiring data abstraction. Regardless of the project requirements or constraints, they provided a level of expertise and professionalism that will ensure we continue to call on them in the future.”

—**Anna P. Schenck, PhD, MSPH**
Director of Research at
The Carolinas Center for Medical Excellence



ABSTRACTION SERVICES

At their best, health information and performance improvement departments produce high-quality, consistent, timely data for their reimbursement and reporting needs; however, when hospitals get behind or become short staffed, they rapidly begin to experience problems.

Our data abstraction staff can help keep your quality improvement department or clinical research project on track by supplementing your staff with experienced data abstractors.

Our data abstraction staff are located throughout the Carolinas and have experience working with hospitals, the federal government, North and South Carolina state services, academic medical centers, research organizations, and HEDIS vendors.

To meet your abstraction needs, Clinical-Insights provides:

- Proficiency with paper and electronic medical records.
- Professional and experienced staff.
- Reliability of 95 percent or greater.
- Timely completion of work.
- Short or long-term contracts, depending on your needs.

Our data abstraction staff can assist you with the following services:

- Pay-For-Performance/Public Reporting/Quality Measurement
- Health Care Quality Improvement
- Clinical Research Support
- NCQA Physician Recognition
- HEDIS Data Abstraction

“ Clinical-Insights not only delivers quality health information management services, but they also have a good rapport with physicians in both hospitals and private practices.”

—**Ross J. Simpson, Jr., MD, PhD, MPH**
Professor of Medicine at the
University of North Carolina at Chapel Hill



AUDITING & EDUCATION SERVICES

Coding and Data Abstraction Review

Validation audits by an independent party are performed to identify errors before they become a risk, either financially or ethically. Clinical-Insights helps improve your compliance with both coding and core measure data abstraction through our comprehensive approach.

Once a trend is identified, we customize training specific to your needs to help ensure consistent application of the complex (and changing) guidelines and regulations you face every day.

RAC Review and Appeals

Clinical-Insights can address your coding accuracy and medical necessity through ongoing monitoring, as well as retrospective auditing. Catching errors early in the process is key to reducing improper payments.

In addition to auditing, our staff can relieve you of RAC tracking by performing the coding and documentation verification, meeting demanding deadlines, and tracking the entire appeal process.

We can help shore up your current processes and systems in anticipation of this new level of scrutiny.

“ At Clinical-Insights, we pride ourselves on developing relationships and being an integral part of the health information management field. We work hard to balance our customers’ needs and provide the best possible clinical support staff available, exactly when they need it.”

—**Mary Jane McCracken, RN**
General Manager, Clinical-Insights, LLC



DATA ENTRY SERVICES

Data entry services are provided on-site or via remote access, whichever best fits your needs. Our data entry staff have medical terminology backgrounds and pay special attention to minute details.

We have experience with the following data entry services:

- Hospital core measures
- Pay-for-performance
- Transfer of patient information from paper charts to EMR systems
- ICD-9-CM, CPT, DRG, HCPCS codes

For more information, please contact:

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