

Effectively Leveraging Coding to Improve Revenue Cycle Performance

Michigan Great Lakes HFMA/MCACH 70th
Annual Fall Conference

September 11, 2025

CERTIFIED PUBLIC ACCOUNTANTS
& BUSINESS CONSULTANTS



With You Today



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Talking Points

- Coding introduction
- Coding challenges
- Strategies to improve coding accuracy and efficiency
- Specific coding tips
- Success stories

Understanding Coding and Its Impact

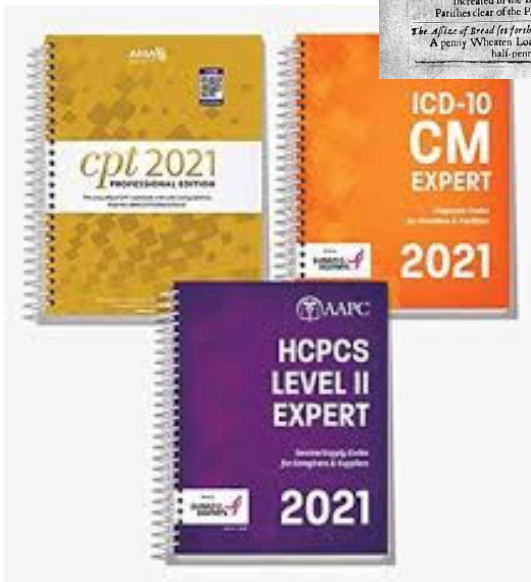
Definition of Medical Coding

The Diseases and Casualties this Week.

Portive	5	Imptothume	11
Aged	43	Infants	16
Ague	2	Killed by a fall from the Bell	1
Apoplexie	1	Itty at Ahallows the Great	1
Bleeding	2	Kingdew	1
Burnt in his Bed by a Candle	1	Leishargy	1
at St. Gules Gripplegate	1	Pallie	1
Cancer	1	Plague	7165
Childbed	43	Rickets	1
Chilomes	18	Ruing of the Lighes	1
Consumption	134	Scouring	5
Convulsion	64	Scurry	2
Cough	3	Spice	1
Droptie	33	Spotted Feaver	101
Feaver	39	Stilborn	17
Flox and Small-pox	5	Stove	2
Frighted	3	Stopping of the Stomach	2
Gowes	1	Strangury	1
Grief	3	Suddenly	1
Gripping in the Guts	51	Surfeit	49
Jaundies	5	Teeth	121
		Thrush	5
		Timpany	1
		Tillick	1
		Vomiting	3
		Winde	3
		Wormes	18
Chilred	95	Buried	4095
Females	85	Females	4203
In all	176	In all	8297
Increased in the Burials this Week		Plague	7165
Parishes clear of the Plague	4	Parishes Infected	136

*The Office of Bread (in ferd) by Order of the Lord Mayor and Court of Aldermen,
A penny Wheaten Loaf to contain Nine Ounces and a half, and three
half-penny White Loaves the like weight.*

- London's Bills of Mortality
- ICD-10-PCS
- ICD-10-CM
- CPT
- HCPCS
- SNOMED-CT
- ICD-11 (!!!)



Importance of Accurate Coding



Timely
reimbursement



Appropriate
reimbursement



Compliance



Accurate
reporting



Patient care



Public health
research

KPI's Impacted by Coding

Denial rate

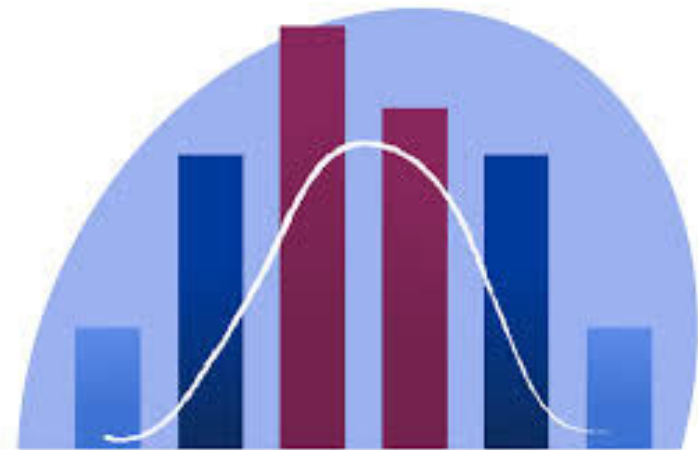
Clean claim rate

Days in A/R

Charge capture lag time

DNFB

CMI



Coding Challenges in Hospitals

Complex Coding Rules and Regulations



High volume of codes



Bundled payments



Multiple diagnoses and procedures per patient



Payor-specific rules



Frequent updates/changes

Lack of Consistency in Documentation

Incomplete or inaccurate documentation

- Documenting in the wrong patient's record
- Missing surgical approach

Subjective terms

- Mild, moderate, severe
- Stressed, fatigued
- Numb, tingling

Templates and macros in EHR

- Selecting incorrect option from drop down menus
- Data quality issues

Coding Challenges in Physician Practices

Limited Coding Resources

Smaller staff

Less
specialized
expertise

Payer
specific
rules

Budgetary
constraints

Lack of
training and
education

Technological Limitations



OUTDATED
SYSTEMS



INTEGRATION
ISSUES



CODING
SOFTWARE



UPDATES AND
MAINTENANCE



DOWNTIME



BREACHES

Strategies to Improve Coding Accuracy and Efficiency

Education and Training



Align education with coding updates



Certifications



Technology-based training



Mentoring



Regular meetings with coders and providers

Technology Solutions

RCM software

- Centralize billing
- Analytics and performance tracking

Charge capture and coding

- Reduce denials and errors
- Automated coding suggestions, compliance checks

Denial management software

- Identify denials proactively
- Automate appeals management and reporting

Artificial intelligence

Quality Assurance & Audits

Intent and purpose of audits

Cadence and timing

Internal validation

External assurance

Correcting errors and effectively leveraging the data

Reporting findings

Coding Tips for Hospitals

Inpatient Coding

Principal diagnosis

Secondary diagnoses

Procedures

Present on admission

Documentation
guidelines

Query process

Outpatient Coding



Specialty specific coding



Clinical documentation improvement



National Correct Coding Initiative (NCCI)



LCDs and NCDs

Coding Tips for Physician Practices

E/M Coding

Updated guidelines

Other billable services

- Prolonged services
- 96127
- Care management

Separately billable services

Common procedures

Specialty-Specific Coding



Inpatient and
outpatient
services



Global period



Telehealth
services



Coding
certifications



Utilization of
new medical
technology

Success Stories

“Code It For Them”

- Assess which services are most challenging for providers to code on their own
 - Survey
 - OIG workplan
 - Coding expertise
- Design processes specific to each specialty
 - Assign specialty specific staff
 - Focus on documentation requirements
- Monitor and report
 - Compare pre- and post-implementation
 - Report publicly

Retraining Staff

- Identify staff whose jobs may be reduced or eliminated by technology or outsourcing
- Design or purchase a coding training program
- Audit and educate
- Assign coding work based on skill level and experience

Questions



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