

# HEALTHCARE SERVICES

# Case Study

## MINDSEEKER HELPS CORRECT HOSPITAL'S BILLING CYCLE THROUGH IMPROVED CODING ACCURACY

### THE CUSTOMER

- ✔ **574+** beds
- ✔ **Level 1 Trauma Center**
- ✔ **1.6M+** patients annually
- ✔ **Coding Services provided:**  
inpatient, outpatient surgery/  
observation, emergency  
department, diagnostic testing



The entire Mindseeker team is very **supportive and customer oriented**. They provide above the standard of service they promise.”

- Director, Healthcare  
Information Management, CLIENT

### The Challenge

The Client is the leading academic health system in its region and needed to forge a new path because its coding vendor was not productive. Coding quality issues, no weekend coverage, and slow turnaround times caused a severe backlog. The Client was also challenged with lowering its AR days. For all these reasons, they needed a new partner. One that would be cost effective, responsive, transparent and quality-centric. This is where Mindseeker stepped in.

### Coding with Confidence

Mindseeker delivered highly experienced and credentialed coders and in a short period of time, allowed the Client to see quantifiable results. Additionally, Mindseeker provides seven day a week coding coverage. During our partnership, we have provided a 99 percent accuracy rate pre-bill vendor; but coded at a 99 percent accuracy rate which mitigated the previous vendor's gaps.

The Client's accounts receivable coding days goal is 1.2 days. With Mindseeker's help, they are now at 1.54 days. Prior to patterning with Mindseeker, their AR days was above 2.

With their help and expertise, the Mindseeker team was able to help the Client right away. Mindseeker ensures its coding is accurate and timely. **The result?** The Client can bill correctly and follow proper regulations. Mindseeker also provides them with inpatient coding coverage on weekends. By offering this extra slot, Mindseeker's coders are meeting desired productivity levels and exponentially increasing coding quality. The Client's inpatient coding manager is relieved that every week begins with a reduced Discharged, Not Final Bill rate and that all weekend charts have been coded.

Though Mindseeker's engagement with the Client only recently began, the health system continues to see favorable results and is extremely pleased with the partnership.

### Contact Us

Whether you want to hire us or simply ask a question, we want to hear from you.

**Mindseeker Professional Services, Inc.**  
20130 Lakeview Center Plaza,  
Suite 400, Ashburn, VA 20147  
(703) 584-5802  
[mindseeker.com](http://mindseeker.com)