

DNFB Reduced by over \$80 million on Path to Concurrent Coding



The Client:

Academic Level 1 Trauma Center among the 20 largest in the nation

The Client Challenges:

- Coder staffing and retention challenges that resulted in issues within entire revenue cycle
- Rising DNFB numbers that were not sustainable
- Client seeking single source solution to code all service lines including a quality platform that met their requirements

The Shearwater Solution:

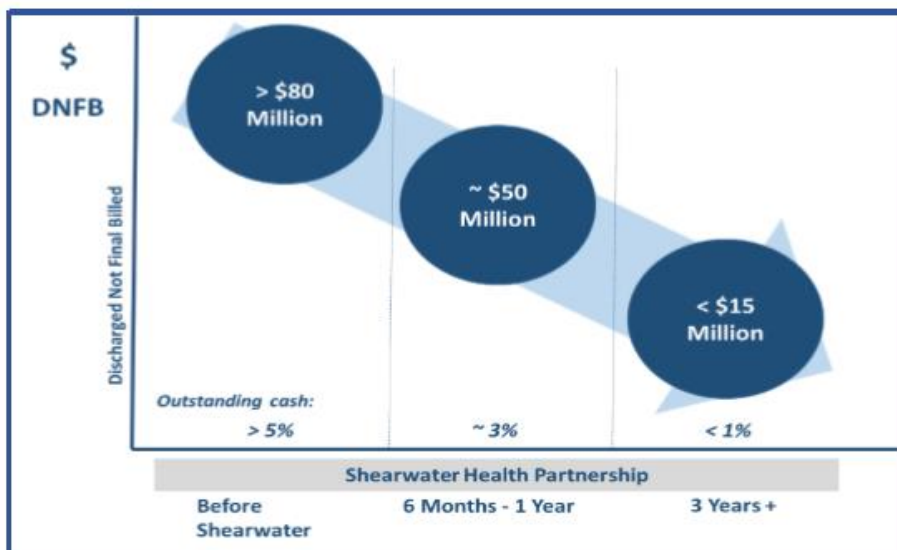
- All coders are full-time Shearwater Health employees
- All coders are either Philippine or U.S. registered nurses
- Shearwater Hybrid Coders are trained in both inpatient and outpatient coding to shift easily to the greatest need
- Clear career path for all Shearwater coders with ability to grow from initial coding to auditors
- TotalView™, A Shearwater proprietary productivity tracking tool, managed workflow

Shearwater Coders

- AHIMA & AAPC certified coders focusing on inpatient, outpatient, ED, professional fee, HCC/risk adjustment, and CDI support
- Client team includes coders with one or more credentials: CSS, CPC-I, CCS-P, CPC, CPC-H, COC, CIC, HCS-D, AND CDI-P

The Results:

- DNFB reduced **over \$80 million** to lowest levels in over 10 years
- **Greater than 95% quality ratings** for all lines of business in coding including inpatient, outpatient-facility, outpatient-professional
- Shearwater Health is providing **concurrent coding** across all service lines for client



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