

At a Glance

Organization

Memorial Medical Group
Lawton, Okla.

- Serving one hospital and 23 clinics
- 84 full-time physicians

Solution Spotlight

- McKesson Practice Consulting Solutions
 - Coding and Documentation Assessment, Training and Support

Critical Issues

- Lack of up-to-date compliance information
- Lack of timely chart reviews
- Inadequate business intelligence and reporting

Results

- Effective training, as evidenced by:
 - Physician commitment to compliance
 - Improved group coding and documentation compliance
- Increased efficacy in charge capture

Comanche County Memorial Hospital McKesson Strengthens Compliance for Multi-Specialty Group

Profile

Comanche County Memorial Hospital is a 283-licensed-bed facility located in Lawton, Okla. The hospital owns Memorial Medical Group, an 84-physician, multispecialty practice. After experiencing problems with an incumbent vendor, Memorial Medical Group turned to McKesson's practice consulting group for coding and documentation assessment, training and support.

Today, the group's physicians are benefitting from McKesson's broad knowledge and expertise in the areas of documentation, coding and regulatory compliance. Collections have improved, and physicians and coders are keeping abreast of fast-changing documentation and coding requirements.

Challenges

Before contracting with McKesson, Comanche County Memorial Hospital relied on a small, regional firm for coding and documentation audits and compliance assistance. Over time, however, Comanche County Memorial became increasingly concerned that hospital physicians were not always receiving up-to-date compliance information.

In addition, regular coding audits of physician practices were not being completed in a timely fashion. Worse,

relations between the compliance firm and group physicians had soured to the point that many physicians refused to cooperate with the company.

"Physicians felt the way compliance results were presented by the vendor was punitive, so there just wasn't a lot of buy-in from our providers," says Nancy Allen, director of practice management and business services with Comanche County Memorial. "We knew if we were going to avoid compliance problems, we had to make a change."

Answers

McKesson had been providing professional component billing for the group's anesthesia and radiology practices for several years. As a result, Comanche was confident the company understood the complexities of compliance across a range of specialties. McKesson initially was retained to provide oversight and guidance to newly hired certified coders working in the group's six specialty clinics.

In addition, McKesson would conduct periodic audits and chart reviews of each specialty clinic. From these reviews, the company would then be able to provide ongoing feedback and education to physicians, extenders and coders to ensure optimal reimbursements and minimize regulatory risk.

Case Study

“Having McKesson here has been a dream. It’s made my life much easier and I can focus on the things I need to focus on. They’re very professional and extremely knowledgeable. They will help you build a good program and then be a part of that program.”

Nancy Allen

*Director of Practice
Management and Business
Services
Comanche County
Memorial Hospital*

Results

Soon after coming aboard, McKesson made an initial presentation to one of the clinics based on a chart review. The response was extremely positive, Allen says.

“After the first meeting at the first clinic, word got out with the other doctors and we had heavy physician participation,” she says. “It was phenomenal. The physicians felt the McKesson representatives were extremely knowledgeable and professional, and it was clear they could bring value to the physician’s practice.”

Along with rotating, monthly chart reviews for each clinic, McKesson provides ongoing education to the entire group on such topics as the Medicare Recovery Audit Contractor program and other Centers for Medicare and Medicaid audit initiatives.

“They’re on-site once a quarter for three to five days to provide education to our physicians,” Allen says.

Because of the depth of support McKesson has provided the specialty clinics, the hospital currently is in negotiations with the company to extend the arrangement to Memorial’s primary care clinics.

“Having McKesson here has been a dream,” says Allen. “It’s made my life much easier and I can focus on the things I need to focus on. They’re very professional and extremely knowledgeable. They will help you build a good program and then be a part of that program.”

Allen adds she couldn’t envision not having McKesson onboard to provide compliance support.

“The smartest thing an organization can do is realize that you can’t be expert in everything and reach out to someone who is 100% focused on a particular issue,” she says. “McKesson has a lot of resources to stay on top of the ever-changing field of compliance. Really, it’s not something I think we could afford not to do, even if we wanted to. We’re extremely happy to have them as partners.”

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