

## CASE STUDY

**BACKGROUND**

Boston Children's Hospital (Boston Children's) is a comprehensive center of excellence for pediatric health care, located in Massachusetts, and offering a complete range of health care services for children from birth through young adult. The 404-bed hospital, one of the largest pediatric medical centers in the United States, has approximately 25,000 inpatient admissions each year and 200+ specialized clinical programs with 557,000 visits annually. The hospital utilizes Cerner as its health information management system and Epic for scheduling, coding and billing.

Boston Children's had previously worked with AdvantEdge, and AdvantEdge was performing all of their Radiology and Interventional Radiology coding within the Epic platform. While working with AdvantEdge, a decision was made to replace AdvantEdge with an alternative coding vendor. AdvantEdge facilitated a seamless transition of all coding activity to the new company.

The new coding vendor, a large national company, made commitments to Boston Children's regarding the timeliness and accuracy of the coding as well as keeping up with the volume of tests performed by Boston Children's Radiology Department. A lack of radiology coding execution created significant delays in charge posting at the hospital. While these delays did not impact patient care, they led to a meaningful negative effect on cash flow generated by the Radiology Department.

There were 6,941 cases in the queue for coding, and with an average of 525 new cases added daily, there were approximately 13 days worth of backlogged Radiology coding to be completed. Additionally, no Interventional Radiology reports were coded, leading to a 3-week backlog of uncoded studies.

**REENGAGING WITH ADVANTEDGE**

After struggling with these coding issues for several weeks with no resolution in sight, leadership decided to reach out to AdvantEdge for assistance. The organization explained that as a result of the new vendor's inability to meet obligations, a decision was made to switch back to AdvantEdge.

**IMPLEMENTATION**

AdvantEdge immediately responded to the call for help by meeting with the Radiology Department's leadership team. A plan was put in place to quickly review and fix the issues that had developed over a period of several weeks since the transition. In a matter of days, after conducting an in-depth assessment of services, AdvantEdge provided the hospital with a comprehensive report and plan of action that addressed all the coding issues caused by the previous national coding services provider, while they were concurrently facilitating the transition from the previous provider. During that transition, several new opportunities were identified to improve the organization's revenue cycle processes and procedures that would also provide improvement to billing and claims processing.

AdvantEdge attended daily calls with the Radiology Department's leadership team during the first several weeks of the implementation process. The implementation team of Boston Children's and AdvantEdge members collaboratively resolved the immediate coding problems, eliminated the backlog, and resolved any new issues discovered.

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#### RESULTS

It took the AdvantEdge team approximately 2.5 weeks to clean up a 13 day backlog from the previous vendor in addition to keeping up with all of the new cases being loaded daily. AdvantEdge currently has a three day turn around time for Radiology and Interventional Radiology coding in EPIC. AdvantEdge continues to have weekly meetings with the Boston Children's Radiology team.

AdvantEdge also ensured the transition between vendors was successful. The Radiology Department has been very pleased with its decision to reengage and re-contract with AdvantEdge. They have collected any delayed revenue from unpaid or incorrect claims, corrected all backlogged issues, and returned their A/R days to a the preconversion level.

“We are very grateful for the opportunity to work with AdvantEdge again. Following our recent experience, with a different national coding provider, we appreciate AdvantEdge's responsiveness to our call and crisis. The ease of access to the resources, the ability of the coding staff to work in Epic and the hard work by the dedicated team to get us back on-line quickly resolved the situation. The importance and urgency with which AdvantEdge restored the revenue and cash-flow that we had enjoyed previously cannot be understated. Their responsiveness, leadership, and engagement of their whole team to our situation speaks volumes about their professionalism, dedication to us, and expertise in coding that they bring to the table.”  
—**Jay Butterwoth, Manager Radiology Support Services**

To contact AdvantEdge Healthcare Solutions for information about the full suite of available radiology revenue cycle management services, call **877-501-1611** or email **[info@ahsrcm.com](mailto:info@ahsrcm.com)**