



Arizona Pain Specialists Improves Productivity, Streamlines Workflow, and Reduces Denials by 30 Percent with Ingenix EncoderPro.com

Challenges

Arizona Pain Specialists offers comprehensive pain management, including on-site chiropractic care, acupuncture, behavioral therapy, an open-MRI, and a procedure center.

The practice was using traditional coding books to do all of its coding manually. This was time-consuming and inefficient. Because books were being used, claims would sometimes be incorrect or incomplete and then would be sent back to Arizona Pain Specialists for corrections or for additional information. Arizona Pain Specialists was looking for a solution that would improve efficiency and productivity, and reduce the number of claims that needed to be resubmitted.

Results

EncoderPro.com has improved productivity, workflow, and accuracy at Arizona Pain Specialists, and has reduced denials by approximately 30 percent. Coders are much more efficient, and save substantial amounts of time coding.

“We have seen substantial improvements in productivity,” says Susan Goldsmith, Director of Medical Billing at Arizona Pain Specialists. “It allows coders to get far more information more easily about claims. Thanks to EncoderPro.com, we are submitting cleaner claims and getting paid right the first time, rather than having to go back and figure out what went wrong with each claim.”

Coders, who were previously used to code books, appreciate EncoderPro.com’s ease of use. The software is easy to learn, and its views are designed to look like code books so it is familiar to coders, and requires little or no learning curve.

“Everything you need is right there,” says Jenny O’Neill, Sr. Business Analyst, who uses EncoderPro.com for coding work. “You can search for information in many different ways, by code, by name, and even by description. It shows you everything related to your search, in one place. You don’t need to look in several different books. It’s much more convenient than paper-based books, and a big time saver. I can do my work much more quickly now.”

Coders enjoy using the software so much, in fact, that they call it their “Happy Place” because of how much easier it is to use than traditional code books.

“Using EncoderPro.com has proved to be a winner for everyone,” Susan Goldsmith concludes. “The coders are more effective and more satisfied with their work, and Arizona Pain Specialists has seen a reduction in denials.”

About Ingenix

Ingenix delivers intelligence for health care, uniting the brightest minds to improve health care through information and technology. Ingenix serves more than 250,000 diverse health care clients, including insurance companies, federal/state agencies, pharmaceutical and biotech firms, Fortune 500 enterprises, hospitals, and physicians within the health care community. For more information about Ingenix and its products and services, please visit ingenix.com.

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“Coders have found that EncoderPro.com is easier to use than coding books and makes them more productive as well. Coders are now more satisfied with their work, and we have seen productivity improvements and a decrease in claims denials.”

Susan Goldsmith, Director of Medical Billing at Arizona Pain Specialists

Solution

Arizona Pain Specialists chose Ingenix EncoderPro.com, powerful lookup software that includes the content of 37 code books in one easy-to-use electronic resource. EncoderPro.com can decrease A/R days, increase reimbursement accuracy, and reduce denial rates and clearinghouse fees.

Benefits

- Using Ingenix EncoderPro.com, Arizona Pain Specialists has reduced denial rates by approximately 30 percent.
- Workflow at Arizona Pain Specialists has been improved, and productivity has increased.
- Coders are so pleased with how much easier it is to use EncoderPro.com than coding books, that they refer to it as their “Happy Place.”

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