Case Study - Keystone Healthcare Partners

Keystone Healthcare Partners is a leading provider of physician staffing and management solutions for emergency medicine and hospitalist services. Keystone partners with hospitals and health systems across multiple states to deliver quality care and a high level of patient satisfaction.

Challenge

Like many emergency medicine and hospitalist staffing firms, Keystone manages all coding and billing functions for its clinicians. Obtaining complete, accurate and timely encounter data from every hospital is the first step, and often the most difficult.

Prior to partnering with Lightspeed Technology Group, Keystone's centralized business office spent hours and sometimes days chasing down patient, guarantor, insurance, and demographic data and clinical documentation in order to properly code and bill for their clinicians. When they were informed in late 2017 that their legacy billing system - the application responsible for connecting Keystone to client hospitals - would soon be phased out, it presented an opportunity for improvement. But time was of the essence.

Solution

With a deadline looming, Keystone evaluated vendors based upon business knowledge, platform capabilities, technical skills, implementation delivery and relationship management. Keystone found LightSpeed stood alone in skills and capabilities. Lightspeed also provided access to several very satisfied clients, and when asked to offer a proposal, several members of the Lightspeed team were on deck in Keystone's Plano, Texas, offices nearly overnight to provide an in-depth demonstration. The last two boxes were checked.

Keystone partnered with LightSpeed in early 2018 as part of their conversion to a new revenue cycle infrastructure. LightSpeed was tapped to interface 20 hospitals' EHRs into LightSpeed's coding and audit application and build the foundation for a comprehensive revenue cycle workflow. Tedious manual processes are now automated with dramatic improvements in accuracy, efficiency and productivity.

Results

- Build and manage interfaces between 20 hospital EHRs and LightSpeed's system for batch upload to new revenue cycle system.
- Complete implementation one month ahead of schedule.
- Ensure quality and accuracy of all incoming patient data for coding and billing process.
- Track all charts across Keystone systems to immediately identify missing cases or information.
- More revenue cycle data at the "touch-of-a-button."
- Reduce rework due to faulty demographic and insurance data.
- Boost staff productivity and reallocate two FTE positions to other revenue cycle functions.
- Streamline coding audit process to circumvent need for hiring additional auditors.
- Cut coding management time by 88% for running weekly revenue cycle reports.
- Eliminate five-day delay in the coding and billing process.

"LightSpeed is the exact piece our revenue cycle was missing. They handle all interfaces, provide a world-class coding tool and work with us to solve any IT challenges we may face. The combination works beautifully."

Victoria Shoemaker, Executive VP of Revenue Cycle, Keystone Healthcare Partners

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Multi-State Emergency Medicine and Hospitalist Management Company Boosts Revenue Cycle Efficiency and Streamlines Coding with LightSpeed

Keystone Healthcare Partners delivers leading-edge physician staffing and management solutions in emergency and hospital medicine for hospitals across multiple states. The company directs all associated staffing, recruitment, medical director, administrative, coding, billing and revenue cycle functions for the clinical services they provide.

Keystone uses a third-party billing system, but found it difficult to establish solid data connections with their client hospitals. Missing information resulted in tedious back-and-forth communications, a multitude of document management challenges and ongoing rework of claims to correct faulty or incomplete data. Whether it was a missing attestation or the wrong patient demographics, Keystone's centralized business office couldn't code what they didn't have.

"Major points in our coding and billing workflow were backlogged due to missing charts and ineffective data acquisition from our client hospitals," says Victoria Shoemaker, Executive VP of Revenue Cycle, Keystone Healthcare Partners. The company's legacy billing system tried to fill the communication gaps without success. Similarly, the legacy billing system didn't meet coding requirements at Keystone. "Billing systems are notoriously bad coding systems," adds Shoemaker. "To make matters worse, the legacy billing system was being sunset within the next 18 months."

Accurate Data Improves Revenue Cycle Outcomes

Because incoming data is clean and timely, Keystone has seen a positive impact on staff efficiency, productivity and back-end collections. Randy Wilson, Chief Financial Officer at Keystone Healthcare Partners mentions that "LightSpeed's chart inventory control is very important to our organization. It ensures accountability for everyone involved in the revenue cycle by confirming that we have all the charts, get every chart billed and easily earmark any documentation deficiencies. On the back-end, our training team uses LightSpeed to go back into the field and address documentation problems with providers, correct bad habits, further specify clinical documentation and improve our revenue."

"A lot of people used to spend a lot of time making sure we had all the data to code and bill cases. LightSpeed is a whole new world. It has dramatically changed the effort we have to put into this," adds Shoemaker. One FTE position was upskilled and another document management function was completely eliminated. Staff satisfaction has improved, less claims rework is required and new LightSpeed wins are recorded every day.

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Coding, Audits, Oversight and MIPS Round Out Keystone's Appreciation for LightSpeed

Tanya Lloyd, CPC, CED, serves as Vice President of Revenue Cycle at Keystone Healthcare Partners where she oversees coding, audits, MIPS reporting and a variety of other finance functions. Since implementing LightSpeed, Lloyd has discovered dozens of reasons to appreciate the platform and to highlight improvements in coding, audit and reporting workflows.

- Revenue cycle oversight—See charts at any time and wherever they are in the process.
- Management reporting—Quickly run dozens of mission-critical reports including mismatches.
- RVU intelligence—Pull RVU reports for any date range.
- Coding workflow—Present most complete data packet to coder with easy query ability.
- Coding productivity—Eliminate delays associated with waiting for data and documents.
- Provider feedback—Mark documentation weaknesses for continual improvement.
- Coding audits—Set parameters and scoring options by coder, line of service and more with full transparency into what the coder saw and which codes were assigned.
- MIPS measures— View built-in prompts that enable coders to capture all qualified patients and upload to registry.

"We have so much freedom to tailor the LightSpeed system. This is where LightSpeed really shines," says Lloyd. For example, Keystone set up a point system for each portion of the chart to weigh its importance prior to sending the case to coders. In this way, coders always have the most important documents to compete their jobs. "With the prior system, we had a five-day delay in starting the coding process. That delay has been completely eliminated."

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Even More Efficiencies Ahead

Keystone's front-end workflows also benefit from LightSpeed's expertise. LightSpeed integrated Zoll's online demographic verification, insurance discovery and propensity-to-pay calculator into Keystone's billing system. This innovative step dramatically reduced the number of charts requiring manual data entry of demographic and insurance information. "There are now fewer than 10 charts per month that have to be entered manually, our biggest impact and productivity gain so far," says Lloyd.

Receiving additional data feeds, beyond those needed for coding and billing, from client hospitals' EHRs is another LightSpeed project that will open doors to even greater efficiencies and management advantages for Keystone.

Finally, as Keystone expands their specialties and incorporates telemedicine for urgent care coverage in remote, rural areas, LightSpeed is there to meet all data exchange requirements.

"LightSpeed is always willing to solve any IT challenge. We haven't found a problem yet that they can't solve," concludes Shoemaker. "We've never felt more cared about or listened to. While I've worked with a lot of vendors over my 26-year healthcare revenue cycle career, I've never met a company that consistently lives a true, dependable partnership—LightSpeed does."

"We had total trust in LightSpeed's ability to deliver. And they did. I've been in this business a long time and worked with many vendors. LightSpeed is probably the most impressive I've seen in my career," concludes Wilson.

To find out more about LightSpeed's revenue cycle and coding services, please visit **www.lightspeedinc.com**, call **(919) 259-0550**, or email **info@lightspeedinc.com**.

Document and Data Acquisition Challenges Solved by LightSpeed

Medical staffing companies don't own the patient relationship and aren't face-to-face with guarantors. Therefore, they must rely solely on information sent from hospitals to correctly code and bill for services. Incomplete, inaccurate and delayed data is a common challenge in this multi-stakeholder environment.

LightSpeed solves the document and data acquisition challenge with purpose-built technology and workflows for collecting, coding and billing patient visits.

- Integrates with all hospital EHRs and EMRs at the HL7 and document level
- Indexes charts automatically for optimal coding workflow
- Includes scanning functionality to incorporate paper-based documents
- Imports and manages millions of charts per year from multiple, diverse sources
- Keeps coding and billing processes at high throughput
- Maintains a pulse on the productivity of coders and other team members

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