

KIWI-TEK™

The Coding Authority

COMPANY OVERVIEW

A DIFFERENT KIND OF CODING COMPANY

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What makes **KIWI-TEK** a different kind of coding company?

KIWI-TEK has a more knowledgeable, passionate and extensive coding team than any other coding company or in-house coding department.

WHO WE ARE

Founded in 2002, KIWI-TEK has grown to become one of the largest, independently owned medical coding companies, providing customized, flexible coding options for hospitals, clinics and physician groups.

KIWI-TEK, headquartered in Indianapolis, serves healthcare facilities throughout North America. We employ the latest coding technology combined with the finest human resources, who will communicate with you on a comfortable, personal level to develop a truly boutique coding solution to fit your needs. KIWI-TEK's team of coders and management staff are 100% domestic.



WHAT MAKES US UNIQUE

KIWI-TEK has a more diverse and experienced coding team than any other coding company or in-house coding department. Rather than diluting our resources across multiple areas of the revenue cycle arena, KIWI-TEK is exclusively focused on providing industry-leading coding resources including: remote coding, auditing and edit review services.

From day one, we have sought to acquire only the best and brightest coders and coding managers. Then, and even more so now, with the complexities of ICD-10, only in-depth coding can yield the highest appropriate reimbursement for our healthcare clients. Coding accuracy comes from experienced, certified, truly engaged coders who understand that the healthcare business runs on coding.

We continue to grow our integrated coding partnerships with hospitals and physician practices across the country, in tandem with our increasing network of expert domestic coders and coding managers.

16 years providing remote coding services

500+ domestic certified coders
(average of 13 years experience)

100% focused on remote coding solutions

8 recent coding publications

19 teaching facilities

38 coding managers and auditors
(average of 15 years experience)

Top 10 AHIMA vendor for last 7 years

11 level one trauma centers

KIWI-TEK CODING SOLUTIONS

PRN CODING: On-demand coding support to cover FMLA vacancies, vacations, sick days, fluctuating volumes, increases in DNFB. With no monthly minimum or fees, our PRN Coding support is a great solution for when your organization is in a pinch or in between full-time resources.

INTEGRATED CODING PARTNERSHIP: An Integrated Coding Partnership (ICP) allows KIWI-TEK to provide maximum benefit to your organization and coding team. By developing an ICP relationship with KIWI-TEK, we will assume full responsibility for all day-to-day coding operations, staffing changes, ongoing training and education, reworking of denials, billing resolution issues and audit challenges. KIWI-TEK will be accountable for meeting your organization's financial goals (AR, DNFB, etc.), and we will provide your team with a daily dashboard so you can monitor our performance.

EDIT REVIEWS & RESOLUTION: EHR implementations are a top reason for rising administrative costs and escalating DNFB. Claims rejections, billing edit backlogs and data integrity issues all increase amid EHR changes.

KIWI-TEK works with HIM and revenue cycle clients before, during and after EHR implementations. Our KIWI-KLEAN team is comprised of experts at resolving edits in all EHR systems. We have extensive experience with the following: CCI, MN, denials, gender/code, age/code, external status CCI edits, modifier edits on E/Ms, unbundled labs, REV code edits, incorrect infusion/injection codes, medical necessity, adding/deleting modifiers, crediting incorrect charges and correcting medically unlikely edits.

Utilizing KIWI-TEK for your edit review and resolution enables your facility to reallocate internal HIM resources to higher priority projects.

AUDIT SERVICES: KIWI-TEK offers full third-party performance and quality reviews of your internal staff. We will review audit results with your team and provide shared best practices and recommendations for coding improvement.

KIWI-TEK COMMITMENTS

BENEFITS OF PARTNERING WITH KIWI-TEK

- Daily dashboard on key revenue cycle metrics
- Constant focus on DNFB goals
- Sharing of best practices to improve workflow
- 24/7 communication and support
- Monthly QA reports on internal audits shared with client
- Highest level of compliance, including current security risk assessment, have been successfully completed
- Dedicated coding management and monthly auditing included at no cost
- Improved reimbursement by better capture of earned revenue opportunities
- Reduced coding denials (client expectations should be < 1%); claims reworked at no charge
- All work is preformed domestically, mitigating compliance issues



STAFFING

KIWI-TEK offers only fully experienced, highly trained, tested and certified domestic coders and coding managers across all coding specialties.

We support our coders and coding managers with our national force of coding consultants and advisors. They work with you to determine the most appropriate and cost-effective form of outsourced coding for your facility's needs—from PRN to an Integrated Coding Partnership and anything in between.



Our team will tailor plans to fit your unique blend of specialties and workloads, so you can maximize the return on your in-house and outsourced coding investment.

No other coding company can offer you the same level of coding expertise, experience, flexibility and ROI.

At KIWI-TEK we don't pretend to know you. We get to know you, so we can best serve you.

We want to fully understand your coding challenges, specialties, workload and department structure. KIWI-TEK consultants will advise you on the customized coding options that best fit your needs, budget and culture. Our three core competencies are: high quality, high accuracy and high compliance.

CODING STANDARDS

Our coding process is intended to integrate the compliant coding preferences of our clients. For physician professional Evaluation and Management (E/M) coding, KIWI-TEK can code using the 1995 (the only mandated standards in the industry at the time) and 1997 coding standards. Coding services comply with all of the guidelines and regulations set forth by the American Medical Association (AMA), the Center for Medicare and Medicaid (CMS) and the National Correct Coding Initiative Guidelines (NCCI). We also follow Official Coding Guidelines as mandated by HIPAA and Coding Clinic Guidance.

SECURITY POLICY

KIWI-TEK has established and follows strict corporate compliance standards. All medical record information is secure and completely HIPAA compliant. KIWI-TEK's security policy and measures ensure that patient information is protected, safeguarded and in compliance with regulatory requirements at all times. Our VPN remote connections mean no PHI leaves the hospital and requires passwords for access from all coders.

KIWI-TEK has recently completed thorough testing and certification by H.I. Mentors, LLC for Security and Privacy risk assessment to verify our ongoing efforts to maintain high standards and compliance with HIPAA and HiTECH.

H.I. Mentor, LLC certification and our KIWI-TEK Business Associate Agreement (BAA) attests that KIWI-TEK has and will put into operation a complete set of HIPAA based privacy and security policies and forms, as well as maintain and operate a complete HIPAA privacy and security program within the specifications of the BAA.

BILL WAGNER
Chief Security Officer



RECENT PUBLICATIONS

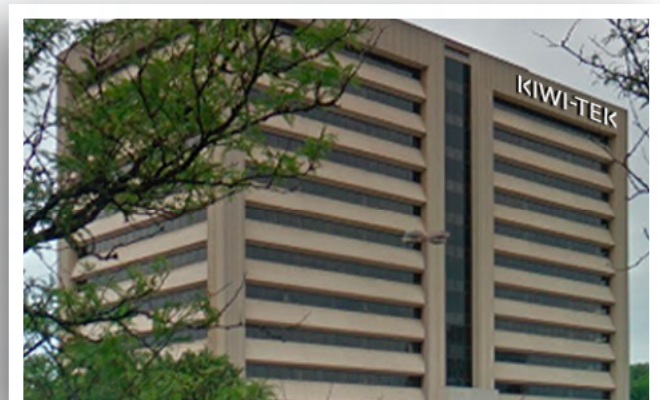
- **How to Balance Privacy, Security and Quality with Offshore Coding: Three Critical Caveats for HIM**
HIM Scene, October 2017
- **New Red Flags Raised for Offshore Coding**
HIM Scene, October 2017
- **How to Choose the Right Coding Audit Method**
Journal of AHIMA, by Sarah Humbert, RHIA, Corporate Coding & Compliance Manager, KIWI-TEK
- **Is Offshore Coding Really Saving You Money?**
by Bill Wagner, CHPS & COO, KIWI-TEK
- **HIM Survey Exposes Coding Challenges During EMR Implementation**
by Charlene Laxson, CCS, Coding Manager, KIWI-TEK
- **Making Strategic Coding Decisions in the Era of ICD-10**
by Bill Wagner, CHPS & COO, KIWI-TEK
- **The Rise and Fall of Offshore Coding**
by Bill Wagner, CHPS & COO, KIWI-TEK
- **Tackling Tough Cases: How to Empower Critical Thinking and Temper Productivity Goals**
Journal of AHIMA, by Sarah Humbert, RHIA, Corporate Coding & Compliance Manager, KIWI-TEK



NOTABLE CLIENTS

KIWI-TEK has notable clients across the country that enable us to develop and use best practices for all clients. Below is a partial list of some of our clients.

- **Penn State Medical Center** – Hershey, PA. PRN coding services for Inpatient and Ambulatory Surgeries.
- **Howard University Hospital** – Washington, D.C. Integrated Coding Partnership for all ER coding.
- **St. Mary's Hospital / MedStar** – Leonardtown, MD. Integrated Coding Partnership for all Outpatient coding for over 5 years.
- **Jackson-Madison County General Hospital** – Jackson, TN. PRN coding services for Inpatient and Outpatient services for over 9 years.
- **Boston Children's Hospital** – Boston, MA. PRN coding services for over 3 years.
- **Cleveland Clinic** – Cleveland, OH. PRN coding services in ER, Diagnostic, Radiology and Inpatient coding for over 5 years.
- **University of Virginia** – Charlottesville, VA. PRN coding services for inpatient, LTAC and ER for over 6 years. We also have a dedicated team to support Edit Review and Resolution cases.
- **Forest General Hospital** – Hattisburg, MS. PRN coding services for Inpatient coding, Same Day Surgeries and ER coding for over 2 years.
- **Bristol Health** – Bristol, CT. PRN Coding services for all patient types including Same Day Surgeries for over 1 year.



CONCLUSION

Our team will provide you with the most responsive, highest-quality and cost-effective coding service for your particular needs.

We understand your coding requirements, and we will clearly articulate how to meet them. Once you experience our level of service, you will appreciate KIWI-TEK's exceptional value.

We encourage you to contact any of our satisfied clients, and we look forward to adding you to our list of valued customers.



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KIWI-TEK APPLICANTS

Thank you for contacting us. KIWI-TEK is the fastest growing coding service in the country. Our clients love our services because of our great management team and the outstanding quality and experience of our coders. Due to our fast growth, we have immediate coder openings. We have numerous options for remote coding designed to fit your personal needs and schedule. Below is a list of benefits and requirements for joining the KIWI-TEK team.

- All of our coders work from their home office.
- You can work a flexible schedule that best fits your lifestyle and personal needs.
- We will provide all of the systems and workflow training that you need to perform accurately and efficiently.
- We will provide tech support to ensure that you do not have any connectivity issues.
- You will receive feedback on your performance so that you can maintain high-quality accuracy standards.
- You will receive a long-term assignment and steady work so that you can maximize your earnings.
- Part-time and full-time positions are available.
- Part-time coders are expected to work a minimum of 20 hours per week.
- As a full-time coder, you will be eligible for our benefits package.
- If you are interested in career advancement, all of our management team started out as coders with us. We prefer to promote managers from within the company.
- Your assignment will be matched up with your experience and expertise to ensure that you are comfortable with your work types.
- The contractor will provide their own computer and high-speed internet connection.
- Coder pay is based on a per chart coded rate and varies by patient type and the workflow.
- Our coders connect through a VPN/Citrix connection to the client's EMR.
- We require certification from AHIMA or AAPC and a minimum of three years' experience coding for a hospital or physician group.

If you are interested and you qualify, please send an updated résumé by email to resume@kiwi-tek.com.

