

## EHRs CAUSE REIMBURSEMENT BACKLOGS



### EHRs Increase Administrative Burden

Electronic health records were supposed to lower administrative costs, but they may not be getting the job done, according to a new study published in JAMA. Administrative costs made up as much as a quarter of professional revenue for some patient encounters. "After investing more than \$30 billion in health IT, we haven't improved the administrative efficiency," said Dr. Kevin Schulman, one of the study authors and the associate director of the Duke Clinical Research Institute. "That was one of the big promises of digitizing records. We hope this will be a wake-up call that it's time to focus on administrative simplification."

The high cost of implementing an EHR—in both time and money—has caused issues for some organizations. Several hospitals have reported operating losses during or directly after implementation.

The most cited reasons are the cost of implementation, including training and related labor costs, and purchases of needed hardware.

Clear out your clogged queues with our KIWI-KLEAN solution.

Call us at 866-709-5494 or visit [www.kiwi-tek.com/billing-edits](http://www.kiwi-tek.com/billing-edits) for a consultation.

### THE STRUGGLES OF EHR IMPLEMENTATION

- “EHR Implementation Hurts Earnings at TN Hospital

**12.7%** increase in AR days across 6 months

**15,000** work issues corrected by hospital staff
- “Rocky EHR Implementation Spurs Conflict, Billing Problems

**\$7.3M** Discrepancy in DNFB numbers between EHR and billing system

**300** claims impacted by mistaken duplicate encounters, totaling \$4M
- “EHR Implementation at MO Hospital Causing Billing Problems

**99%** claims rejected post-implementation compared to 2% before

**21,000** bills each month that required manual staff intervention

Source: [ehrintelligence.com](http://ehrintelligence.com)



### EHR Interference Causes DNFB Disruption

A recent survey lists EHRs as a key challenge among HIM professionals! 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 change.

Don't let EHR issues interrupt your revenue cycle. Turn to a partner to support your coding processes and billing edits for cleaner reimbursement and reduced DNFB—even during times of EHR disruption.



### Billing Queue

KIWI-TEK works with HIM and revenue cycle clients during and after EHR implementations. Our KIWI-KLEAN team is comprised of experts at resolving edits in every EHR system. We have 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.

For details about edits review and resolution with our KIWI-KLEAN solution, visit [kiwi-tek.com/billing-edits](http://kiwi-tek.com/billing-edits).

<sup>1</sup> <http://www.modernhealthcare.com/article/20180220/NEWS/180229998>

## THE MOST FLEXIBLE, PRODUCTIVE AND SECURE CODING OPTIONS IN THE INDUSTRY

### Who We Are

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

KIWI-TEK, headquartered in Indianapolis serves healthcare facilities throughout North America. With us you get responsive, knowledgeable and experienced domestic coding managers who serve as the single-point contact between client and coders.

### What Makes Us Unique

KIWI-TEK has more specific and targeted coding experience than any other coding company or in-house coding department. We do not offer a conglomeration of healthcare services. Medical coding and auditing is all we do.

Expedite and optimize your reimbursement and advance the quality of your coding with KIWI-TEK.

High quality.  
Highly accurate.  
High compliance.



CONSULTING



STRATEGY



IMPLEMENTATION

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**At KIWI-TEK we don't pretend to know you. We actually 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 of the customized coding plan options that best fit your needs, budget and culture— now and in the future.

Clear out your clogged queues with our KIWI-KLEAN solution.

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