



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare

Compliance Consulting Services

Scrutiny of healthcare providers has never been greater. In addition to the demands of CMS, ICD-10, and ACA, organizations are facing increased regulatory demands from a variety of federal and state integrity programs. Trying to manage the increasing requirements with limited resources has become difficult for many healthcare organizations. This is where Hayes can help. Our credentialed consultants come from the frontlines of healthcare with skills and experience to offer valuable insights to address healthcare regulation challenges, opportunities and educate staff.

Audit Services

There is increasing concern that with the explosion of EHRs and the implementation of ICD-10 that physicians will assign very specific codes, but the medical record may not include documentation to support those codes. Compliance reviews and coding audits will become even more important to ensure clinical documentation supports the billing codes to prevent improper billing or payments and possible related fines. Hayes credentialed staff are available to assist your organization to align with the OIG's requirements for reporting and other third-party independent audits.

Clinical Documentation Improvement (CDI)

The focus of most CDI programs is improving the quality of clinical documentation regardless of its impact on revenue. The most vital role of a CDI program is facilitating an accurate representation of healthcare services through complete and accurate reporting of diagnoses and procedures. Improving the accuracy of clinical documentation can reduce compliance risks, minimize vulnerability during external audits, and provide insight into quality of care issues. Our experts will review your templates and clinical documentation then provide recommendations and education to optimize your CDI program.

Compliance Program Development

Our credentialed consultants can provide an overall assessment of your compliance program and deliver a solution roadmap prioritized by risk impact. If you are in the early stages of development, our consultants will work with your team to develop an end-to-end program. Our staff offers extensive experience in:

- Program planning, implementation and optimization
- Research and clinical trials billing

Our expert consultants provide an overall assessment of your compliance program and deliver a solution roadmap prioritized by level of impact to your organization.

Compliance Consulting Services

- Risk assessment, mitigation and avoidance
- KPI development
- Auditing of billing, procedure coding, and diagnosis standards
- ICD-10 coding optimization
- Medical Value Set development, conversions and comparisons for business analytics
- Interim Compliance office management

Education and Training Services

Hayes offers education, training and curriculum development for healthcare organizations. ICD-10 brought about new challenges, therefore, it is imperative that providers, coders, and staff receive continuing education and training to ensure your organization remains compliant and collect appropriate reimbursement. Our education and training resources are AHIMA and AAPC credentialed trainers and can provide customized training in a variety of settings and Learning Management System (LMS) platforms.

Electronic Data Interchange (EDI) Services

We provide technical support for your EDI transactions (claims, remits and eligibility), monitoring EDI operations, EDI response management, and providing an operational contact for your staff and business partners. Hayes best practice insights can help minimize manual processes within your organization and reduce staffing needs.

Information Governance Services

The essence of Population Health information management is the understanding and governance of the sources and utilization of the data and data analytics to tell the story of clinical and financial risk. The healthcare community is recognizing the importance of controlled terminologies and homegrown classification systems. This spotlights the need for establishing data standards to support interoperability. Data standards are essential for implementation of initiatives such as Accountable Care, Clinical Quality Measures, Value Based Purchasing, HIE, analytics and Population Health management required for national policy. Hayes provides you with credentialed terminologists who can assist in defining your Enterprise Terminology Management strategy and developing Code Groups for data analytics.

About Hayes

Hayes Management Consulting is a leading, national healthcare consulting firm and software developer that partners with healthcare organizations to streamline operations, improve revenue and enhance technology to drive success in an evolving healthcare landscape. To learn how Hayes can help you with your compliance needs, call 617-559-0404 or requestconsultant@hayesmanagement.com.