An expert OASIS solution and so much more

When Addison County Home Health & Hospice went in search of outsourced coding, they ended up with an expert-level solution for not just coding — but also OASIS and customer service that is second to none.

CHALLENGES

> The inability to code in-house
> A coding solution that works with their EHR
> Technology that's easily adopted by staff
> Complete auditing for every payor & record
> Finding vendor with a personal touch
> OASIS review

SOLUTION

> One-on-one with familiar team
> Hassle-free onboarding
> Code generation & detailed record analyses
> Strong coding & OASIS expertise

Deb Wesley, CEO and Vice President of Clinical Services at Addison County Home Health & Hospice, had one challenge: coding. Addison was growing, and of all the things they were taking on, Wesley knew they would not be able to self-sustain while handling the coding in-house. Coding needed to be outsourced so that more time could be dedicated to patients.

Not really knowing what they needed, she began touching base with several agencies, testing vendors against one another. Only one of these vendors had a grasp on coding that went well beyond the others — MatrixCare. They understood that the importance of coding wasn't just accuracy and compliance, but that it also removed the obstacle between Addison and its patients.

Wesley was impressed right out of the gate with MatrixCare's response to coding needs. "We've had the same consistent people who are very much a part of our team, says Wesley.

"They know when to look at the charts, they know our documentation, they know how our team puts things in the system, and they know our processes."

Navigating the healthcare industry is all about having systems and processes in place. A big thing that excited Wesley was MatrixCare's ability to respectfully look at the system and processes and seamlessly insert themselves without disrupting patient care. "It wasn't a company that I had to train, says Wesley. "They just walk in and they know what they're doing."

The technology solution that simplified the entire experience

When Wesley was in the testing process of finding a new vendor, she went beyond just sending them information straight from Addison's EHR. "I deleted diagnoses, I gave them half the information. I wasn't pleasant," says Wesley. "I gave them a job, and I tested them against two other places, and they came out heads and tails ahead." MatrixCare left an amazing impression and it won them Addison's business.

What really set them apart during the onboarding process, was that they did what many vendors fail to do: they listened. Addison knew what worked for their workflows, and MatrixCare accommodated their patterns to make sure those processes were not interrupted. "They've been very responsive to our system and our process."

Once MatrixCare was up and running with Addison, they left no code unturned. "These people," Wesley jokes, "if I didn't know their names and haven't spoken to them, I'd swear they're machines. They are impressive."

Because product integrity is important to Addison, MatrixCare audits 100% of their records in home health. "Every record, regardless of payor, looks the same," says Wesley. "I want every record scrutinized, reviewed, and audited the same."

It's that personal touch, the relationships, that make MatrixCare different from any other vendor on the market. "If I have a problem," says Wesley, "I call my contact, they respond right back, and it's taken care of."

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>
> **Deb Wesley**, CEO and Vice President of Clinical Services at Addison County Home Health & Hospice

An OASIS solution designed for clinicians

The scrubber portion of MatrixCare really speaks to Addison's staff — not in OASIS language, but in language they understand. The scrubber has made it easy to give staff simple, understandable terms without using the verbatim cut and paste from the OASIS Manual.

"OASIS-E is probably the biggest change for me," says Wesley. "By having all these systems and processes in place, it allows the team to assess and spend time with the patient — not get lost in the data." In less than five days, Addison wants their OASIS in and closed. With MatrixCare, they averaged about four days from the start of care to close — which has made a big difference. Wesley adds, "We're able to really stay on top of it without adding strain or resources."

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In fact, it would've cost Addison about 30% more than what they were spending to have someone in-house, and then they still would've had to deal with vacation. "Why would I want to pay for insurance, time off, and desk space when I have automatic backup and coverage all the time?" Wesley asks. The services provided by MatrixCare helped keep people engaged, less frustrated, and in the profession that they love to do.

MatrixCare®
by ResMed

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**Deb Wesley**, CEO and Vice President of Clinical Services at Addison County Home Health & Hospice

A vendor relationship that goes beyond coding

With MatrixCare's attention to detail, and their consistent team of experts working in tandem with staff, Addison has been able to streamline their processes and generate a variety of codes for every patient. "They really, truly scrutinize that record, and come up with every appropriate code," says Wesley.

With so many good results in home health, Addison plans to utilize MatrixCare for other segment areas as things continue to evolve. "Coding is an art and a very specialized service," says Wesley. "MatrixCare coders know this book inside and outside."

After the positive experiences resulting from their collaboration, would Addison recommend MatrixCare services to other colleagues? "I already have," states Wesley.
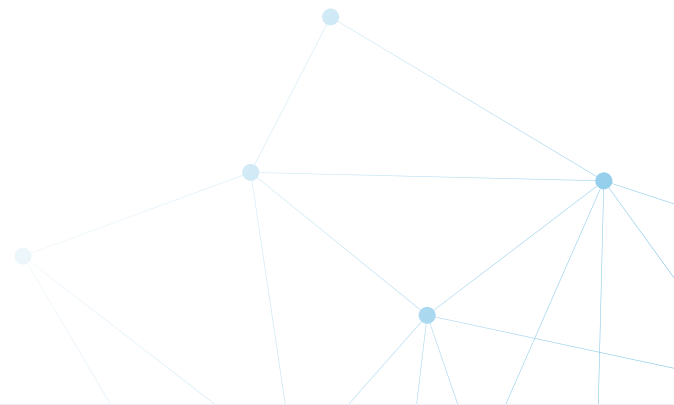
RESULTS

> Detailed codes for each patient
> Streamlined processes
> Integrity of their clinical record

> No coding staff needed
> OASIS-certified coding and review

Visit **matrixcare.com** for more information.