

With our flagship DataInFormationSM suite of solutions for Image Labeling, Data Annotation, NLP Calibration and Form Data Capture, Liberty Source is proud to serve a wide range of clients across many industry verticals. Our Solution Briefs provide a snapshot of the challenges clients bring to us, and the outcomes we achieve for them.

Healthcare: Payer Integrity – Medical Records

Industry

Insurance / Healthcare

Data Type

.pdf Files

Challenge

As part of their review of healthcare payer claim payments, Payment Integrity (“PI”) companies often work with disorganized Medical Record (“MR”) files, delivered in .pdf format, physical paper documents, or fax transmission, varying in volume between several hundred to 2,400+ pages. The inconsistent delivery formats and lack of organization in these files pose significant time challenges for the medical professionals employed by the PI firms.

Healthcare providers are often reluctant to undergo the level of scrutiny that the PI firms will apply as they review medical claims for instances of fraud, waste, and abuse (“F/W/A”). In an effort to discourage those reviews, healthcare providers may provide the patient’s electronic health record in a paper or fax format, and / or shuffle the file to make finding relevant information more difficult. As a result, the PI reviewers often end up spending excessive time organizing and sifting through these records to identify specific pieces of information that will substantiate their F/W/A findings. If the MR files were pre-categorized by document type, organized with a table of contents, and equipped with searchable functionality, PI reviewers could work more efficiently, enabling them to review more claims in less time, ultimately saving the healthcare payers and their members more money.

Solution

With a thorough understanding of our client’s needs and a clear vision of what the outcome could yield, we went beyond merely reorganizing medical record files; we tailored them to meet our client’s specific needs. Therefore, we:

- Categorized the records to facilitate the workflow of their medical auditors
- Captured the Date-Of-Service (“DOS”) details from each page
- Arranged the documents in DOS chronological order
- Tagged each document with provider information to enable rapid searches by provider name

- Provided search functionality and a table of contents, which allows key information to be easily and quickly located

Outcome

DataInFormation's solution reduced MR search time, which empowered our client's medical professionals to reclaim a significant amount of time for discovering and substantiating instances of F/W/A, instead of paging through hundreds of unsorted documents. By saving each reviewer 25% or more of their time, they increased the number of MR files they review each week. This in turn enabled our Payment Integrity client to examine a higher volume of claims, which directly drives revenue.

MR File-Type Examples

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Flowsheets

NORTHEAST METHODIST HOSPITAL
"Serving Humanity in Honor God"
www.snhh.com

Northeast Methodist Hospital
1242 E. Green Street
Little Cal, Texas 78222
210-337-7000

Thorasthacoric Echocardiogram 2D Spectral Color Flow Doppler

<p>Name: [REDACTED] Facility MFA#: [REDACTED] Study Date: [REDACTED] Date Of Birth: [REDACTED] Height: [REDACTED] Blood Pressure: 122 mmHg / 80 mmHg Rhythm: Unknown Emergency: [REDACTED]</p>	<p>MFA#: 194678 Admission Number: 1462308133 Study Time: 02:45 AM Age: [REDACTED] Weight: [REDACTED] Gender: [REDACTED] Heart Rate: [REDACTED] Infection: [REDACTED] Contrast Allergy: [REDACTED]</p>
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Physician Staff

Referring Physician: Alfonso C. Perez, DO
 Sonographer: Charles Swank, RDCS
 Reading Physician: Brian Patel, MD
 Ordering Physician: Alfonso C. Perez, DO
 AUC: [REDACTED]
 Symptoms: chest pain, shortness of breath, palpitations, TIA, stroke, peripheral embolic event (s)

Indications/Diagnosis: CVA

Conclusions

Overall Conclusions & Recommendations

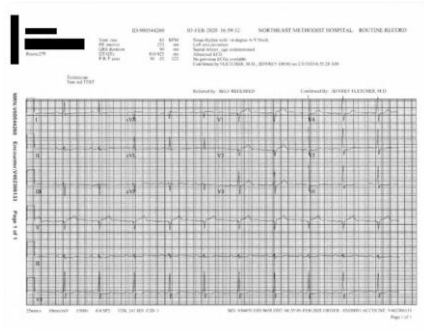
- Moderate LV diastolic dysfunction with normal chamber sizes
- Mild LV
- Mild LV systolic dysfunction with inferolateral hypokinesis estimated LVEF 40-45%
- Grade II mitral regurgitation
- Normal aortic valve. Trace TR and MR
- PFO/PS cannot be reliably estimated due to lack of defined TR jet
- CVP 8 normal
- No pericardial effusion
- Agitated saline contrast study is negative with and without Valsalva

Findings

Left Atrial:
 The left atrium is moderately sized.

Study Date: 02/02/2020 04:45 AM Page 1 of 3

Lab Results



Physician Notes

NORTHEAST METHODIST HOSPITAL
 1242 E. Green Street
 Little Cal, Texas 78222
 210-337-7000

ACCOUNT # 1462308133 UNIT # V05544280

LOCATION	SUFFIX	ADM DATE	ADM TIME	STATUS	TYPE	PC	RDVSNR	VEED	ADMIT CLRM
1242 E. Green Street		02/02/20	04:45	ADP	IP				0017849

ATTENDING PHYSICIAN ADMITTING PHYSICIAN PRIMARY CARE PHYSICIAN OTHER PHYSICIAN
 PERFORMED BY DO WILLIAM R. ADAMS II PHYSICIAN NUMBER 7 MD EMERGENCY DOCTOR
 (210)374-5433 (210)374-5433 (210)339-4884

PP INFORMATION INFORMATION: SET/STOP
 DATE TIME
 SWA: 02/02/20 13:30:00
 1991193-9339 OCCURRENCE: SET/STOP

ADDITIONAL INFORMATION:

ADMITTING INFORMATION: [REDACTED]
ADMITTING PHYSICIAN INFORMATION: [REDACTED]

AL INFORMATION: [REDACTED]
 POLICY # [REDACTED] GROUP # [REDACTED] APTS # [REDACTED]
 RELATION: DA EFF DATE: 1971-01-01-0111
 DOB: [REDACTED] RELATION: DA EFF DATE:
 POLICY # [REDACTED] GROUP # [REDACTED] APTS # [REDACTED]
 RELATION: DA EFF DATE:
 POLICY # [REDACTED] GROUP # [REDACTED] APTS # [REDACTED]
 RELATION: DA EFF DATE:
 POLICY # [REDACTED] GROUP # [REDACTED] APTS # [REDACTED]
 RELATION: DA EFF DATE:

LEGAL: BILL, STATE: [REDACTED]

MRN: V05544280 Encounter: 1462308133 Page 1 of 1