

3M Health Information Systems

# Case study: Medical Imaging Physicians, Inc.

Dayton, Ohio

*“It’s like the cars that park themselves—hands-free medical coding. 3M<sup>SM</sup> CodeRyte<sup>SM</sup> CodeComplete<sup>SM</sup> Services has had a very positive impact on my job.”*

*– Jennifer Wenning, office manager, Medical Imaging Physicians, Inc.*

## 3M products used by Medical Imaging Physicians, Inc. (MIP)

- 3M<sup>SM</sup> CodeRyte<sup>SM</sup> CodeAssist<sup>SM</sup> System
- 3M<sup>SM</sup> CodeRyte<sup>SM</sup> CodeComplete<sup>SM</sup> Services

## Snapshot of MIP

Located in Dayton, Ohio, famous as the home town of the Wright brothers, MIP is a radiology physician practice with 15 physicians serving several imaging centers and two hospitals. They began using 3M CodeComplete in 2012 when changes in staff began to affect productivity.

## Running out of options

Before MIP used 3M CodeComplete, the practice had just two coders in the entire department who were billing out nearly 22,000 charges and radiology reports per month. “Before 3M CodeComplete, we were facing growing coding costs and terrible productivity issues,” explains Wenning. “With just two coders, we had constant backlog that only got worse whenever a coder went on vacation or was sick.”

Even with anticipated time-off and pro-active adjustments such as overtime, the change in productivity crippled the billing operation and impacted MIP’s income. “We were in a constant state of playing catch-up to remove the backlog and keep the revenue cycle going,” says Wenning.



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### A business-case decision: Choosing 3M

Having her coders work overtime wasn't giving Wenning the results she needed for a thriving business. Wenning believed she had two options: Either hire new coders or outsource the coding.

Since time was a commodity, Wenning decided on outsourcing. "We decided that outsourcing was less expensive than adding another coder," she says. "It also relieved us of having to hire and train coders. After looking at the numbers, it was simply too costly to add another coder."

After researching several different outsourcing options, Wenning says that 3M<sup>SM</sup> CodeRyte<sup>SM</sup> CodeComplete<sup>SM</sup> Services was the "most cost-effective option." But that wasn't the only reason she chose 3M as her vendor. Wenning gained peace of mind knowing she could build her business without adding onsite staffing or handling the hassles of hiring, training and managing coders.

### The results add up

Once the 3M outsourcing service began, MIP saw its backlog stop growing—and even decrease. "It was such a relief to move the backlog and compliance burden to 3M," explains Wenning.

One aspect that Wenning especially likes is the turnaround time of the 3M CodeComplete team. "3M handles any changes in volume and can add capacity whenever we need it," Wenning says.

For MIP, the proof is in the numbers. Between 2012 and 2014, coder production was typically 60 notes per hour (NPH). As of 2015, that number is as high as 79 NPH. But that's not the only impressive number. The 3M CodeComplete turnaround time is on average 1.35 days. The 3M CodeComplete team leverages 3M's proprietary natural language processing (NLP) technology with the 3M<sup>SM</sup> CodeRyte<sup>SM</sup> CodeAssist<sup>SM</sup> System. With the 3M CodeAssist System, the 3M CodeComplete team adheres to a coding-compliant workflow.

### Teaming up for coding success

The channel of communication between 3M and MIP is constantly open—and that is one aspect that Wenning owes to her organization's success. "I truly believe we are successful because of the communication that we have with the 3M CodeComplete team," she says. "We are partners working together."

### 3M results that speak

Before using 3M<sup>SM</sup> CodeRyte<sup>SM</sup> CodeComplete<sup>SM</sup> Services, Medical Imaging Physicians averaged 56 days in its accounts receivables (A/R) and often went up as high as 72 days. Since starting 3M CodeComplete Services, however, that average has shrunk by nearly half: 35 days.

With this improvement, the organization's payments and income are more consistent. "The 3M team can handle any changes in volume and add capacity whenever we need it," says Wenning. "We can trust the 3M team with our business."

### Call today

For more information on how 3M products and services can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at [www.3Mhis.com](http://www.3Mhis.com).



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