



m*modal™
HIM MANAGEMENT
SERVICES

ENSURING CONTINUITY

MEETING REVENUE CYCLE GOALS AND ACCREDITATION STANDARDS

Continuity in HIM department operations is critical in achieving revenue objectives and in meeting accreditation standards. Yet prolonged vacancies or skill gaps in the department's management staff can cause documentation backlogs and other inefficiencies, which often result in:

- Increases in DNFB (Discharged Not Final Billed) rates that exceed facility goals.
- Higher risks of receiving a negative state or accreditation survey.
- Unacceptable ratios of incomplete records.
- Lengthy ROI (return on investment) turnaround times.
- Increases in denials.
- Inadequate and/or inefficient coding management workflow.

Don't let staffing vacancies or related problems undermine the productivity and effectiveness of your HIM department. With HIM Management Services from M*Modal, your health system or hospital will not just maintain but improve documentation quality and the efficiency of critical business operations.



A PROVEN RESOURCE FOR ALL YOUR STAFFING NEEDS

For more than 20 years, CFOs, HIM Directors and Quality Assurance Managers have trusted M*Modal to meet their on-demand needs for a wide variety of clinical documentation services.

Our knowledgeable, AHIMA-credentialed professionals are experienced in HIM department and coding management and can help your organization:

- Manage all HIM departmental functions.
- Ensure continuity of HIM department functions during a candidate search process.
- Maintain efficiency in records management key in accreditation processes, including:
 - Physician delinquency rates
 - Customer satisfaction
 - HIPAA and other compliance requirements
- Ensure continued internal compliance with hospital operational and business benchmarks.
- Support IT initiatives that require project management/participation from HIM.

EXPERTS IN ALL PROCESS AREAS

Wherever you need HIM management support, our professionals can step in immediately to lend a hand. Our staff has comprehensive expertise in all process areas, including:

- Discharge analysis
- Record processing
- ROI
- Incomplete chart control
- Coding
- Scanning



THE M*MODAL DIFFERENCE

- Highly experienced, AHIMA-credentialed professionals.
- Flexible contract terms – both short- and long-term placements.
- Access to **M*Modal Fluency™** and **M*Modal Catalyst™** technology to facilitate enhanced workflow management and decision-support.
- The only company to offer a single-vendor solution for coding, transcription and state-of-the-art, cloud-based technology.

HUNDREDS OF SATISFIED CUSTOMERS

More than 200 organizations have taken advantage of coding services offered by M*Modal, including:

- Multi-facility health systems
- Individual acute care hospitals
- Physician practices
- Free-standing ambulatory centers
- Urgent care facilities

BENEFITS SUMMARY

- Prevent HIM management and staffing vacancies from delaying your billing processes and jeopardizing your accreditation standards
- Ensure continuity to meet your revenue cycle and DNFB goals
- Maintain good relationships between physicians and the HIM department
- Address gaps or inadequacies in the current management staff
- Increase efficiency and coder productivity by taking advantage of the latest advances in workflow technology
- Be better prepared for RAC (Recovery Audit Contractor) reviews and other audits

M*MODAL: SOLUTIONS FOR ALL YOUR CLINICAL DOCUMENTATION NEEDS

M*Modal is a leading provider of clinical transcription and coding services; clinical documentation workflow solutions; advanced, cloud-based Speech Understanding™ technology; and advanced, unstructured data analytics. For organizations that prefer to keep coding in-house, but have outdated coding technology, M*Modal Fluency for Coding™ is available to support highly efficient coding workflows.

To find out more, visit our website at mmodal.com or contact us at **866-542-7253**.