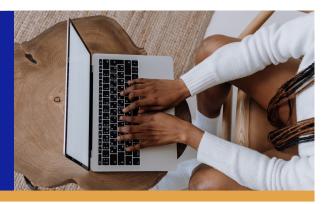# CASE STUDY:

Catalyst Billing Solutions doubles coder productivity using Gemini Coder Platform™

EXECUTIVE SUMMARY

Customer

Catalyst Billing Solutions
Payer-specific coding and billing solutions
Fort Smith, Arkansas
Division of Radiologists PA

Challenge

Too many coding software platforms created time efficiency issues. Coders were producing 350 charges or less over a 6-hour period.

Solution

Gemini Coder Platform™

Results

Coders consolidated their work in Gemini and doubled their productivity to 700 charges over the same 6-hour timeframe.

CHALLENGE

In 2021, Catalyst Billing Solutions found itself in a serious time crunch, with its coding staff struggling to navigate four different software platforms when making appropriate coding assignments. The organization, which supports physician practices, was also down a critical coding resource, putting further pressure on its already overworked staff. Turning out just 350 charges or less over a six-hour period, they began exploring solutions that could consolidate all the information they needed into a single platform, making it easier to find and update records manually. They were also interested in exploring autonomous coding for further productivity and efficiency gains.

Explained Liberty McMakin, R.T.(R) (ARRT), Catalyst Coding Manager, "Our first challenge was to find a platform that enabled coders to edit by both modality and provider in a single environment. Using the legacy systems, our coders were forced to switch back and forth, which was a slow, tedious and frustrating process that made it next to impossible to do all CT scans (computerized tomography) first, then all diagnostics, and so on."

McMakin added that the coders were also unable to see specific clients in a single view, further adding to the laborious nature of their work.

SOLUTION

Catalyst decided to deploy Aidéo Technologies' Gemini Coder Platform™ to bring all the essential information together. The Gemini portal includes a coder workflow management tool to work directly on charts in one place.

Gemini's Artificial Intelligence (AI) and machine learning take this further with autonomously coded encounters, intelligently assigning the current procedural terminology (CPT), International Classification of Diseases (ICD), modifiers, and Merit-Based Incentive Payment Systems (MIPS) codes to clinical records and dictated reports.

"No other system has a dashboard like this," McMakin said. "It is so easy to see where my coders are at on coding assignments. My favorite feature is coder details, which shows their overall increase in productivity." McMakin also noted that Aidéo customer support was "good about taking my ideas and making changes to the platform to make it even more efficient."

Aidéo CEO David Shelton notes that the user-friendly nature of Gemini is due, in large part, to deep expertise in revenue cycle management. "We provide people-assisted coding (PAC)," he explained, designed to provide production coding using technology. The software application drives the coding process, seeking human help only when needed. This saves time and money, with higher accuracy leading to fewer claim denials and significantly shortening the revenue cycle."

RESULTS

For Catalyst, the impact of deploying Gemini was felt from day one. Coders now have full visibility and benefit from the system flagging them when a code is needed. "In the past, the coders would have to memorize codes," McMakin explained, "and sometimes they would miss them or have an error."

She added that it is also "phenomenal to see every client in one view, with the system showing all their numbers." Additionally, she appreciates the ability to code by modality, another significant efficiency improvement. "We have MIPS, which is based on modalities and CPT codes. I can't pick by modality or client in any other system, which makes us much more efficient."

Of course, the ultimate measure of success is an increase in charges. "Prior to deploying Gemini, our coders were averaging approximately 350 charges in a six-hour period. We've doubled that to 700 charges in the same timeframe. It helps that we have three amazing coders, but it is also helpful that we have an amazing system."

Want to learn how Aidéo Technologies' Gemini Coder Platform™ can make a difference in your organization? Contact us at info@aideo-tech.com, and one of our experts will reach out to you immediately.

ABOUT CATALYST BILLING SOLUTIONS

Catalyst Billing Solutions (CBS) is a locally owned and operated revenue cycle and practice management firm with over 50 years of billing experience. Originally designed to specialize in radiology, our company has evolved into a multi-specialty billing and management organization. What sets us apart from other billing companies is that we know what areas to automate and what areas require a more thorough approach to maximize accuracy and efficiency. CBS works diligently to ensure claims are clean on the front end to reduce insurance denials and delays on the back end. Our clients work hard, and we do our part to match their efforts and maximize their income.

ABOUT AIDÉO TECHNOLGIES

Aidéo Technologies is a leading provider of medical coding productivity solutions to the revenue cycle management industry. Creating scalable and repeatable coding efficiency, Aidéo Technologies' Gemini Solution Suite empowers and compliments medical coders with workflow efficiencies, artificial intelligence, and supplemental coding services. The Gemini Coder Platform™, Gemini AutoCode™, and Gemini Coding Assist™ solutions are optimized to work together for maximum impact in creating efficiency and improving accuracy through workflow improvements and autonomous and predictive coding. Aidéo is headquartered in West Palm Beach, FL with locations in the San Francisco Bay area and Mumbai, India.