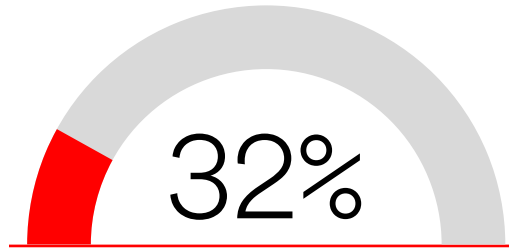


3M outsourced services

Flexibility to fit your program.
Expertise to scale it.

The staffing shortage

Approximately 32 percent of health care leaders¹ say that of all revenue cycle management services, coders with the right skills would be the most attractive to outsource.



Why? Because finding and retaining qualified coders can be very challenging. The same can be said of clinical documentation integrity (CDI) specialists. The competitive nature of recruiting coders can be especially challenging for health care organizations operating in more remote geographic locations. However, coding and CDI represent a core area of staffing for hospitals, which means a shortage or low supply of talent can hurt business operations and efficiency.

Without fully staffed and qualified teams in the mid-revenue cycle, organizations are at risk of documentation gaps and coding errors. These mistakes can result in coding backlogs, payment delays, claims denials, write-offs, compliance audits and fines from The Centers for Medicare & Medicaid Services (CMS).



So, what's the solution?

One answer is outsourcing. Today, many health care organizations supplement their in-house team with outsourced staff. This can give your organization access to skilled, credentialed staff and management that can relieve overburdened teams and enable the flexibility you need to quickly scale available resources up or down during times of uncertainty.

The outsourcing solution

Choose a partner, not a vendor.

What's the difference?



A **vendor** has a limited solution range and may not have the resources (or the desire) to support you as you grow.



A **strategic partner**, on the other hand, is committed to helping you and your organization achieve results beyond your initial goals. A partner can offer a full range of solutions and technology to help you continuously improve your efficiency, coding accuracy and overall outcomes.

When looking for an outsourced services solution find a partner, not a vendor.

3M can be that partner. 3M outsourced services provide the expertise and technology to scale your program on demand. Our expert outsourced coders and CDI specialists are skilled in inpatient, outpatient, ambulatory and physician-based services. We are dedicated to your success as a partner and can offer a full range of technology and consulting expertise. We work collaboratively with you to determine the appropriate outsourcing strategy that best supports your goals. Let us do the heavy lifting as you navigate the ever changing health care landscape.

Benefits of outsourced services



Compensate for staffing shortages, turnover and facility cost issues



Reduce coding or CDI staff management and training



Prevent backlogs



Decrease discharged, not final billed (DNFB)



Improve coding and documentation accuracy

Accelerate facility coding

3M outsourced facility coding

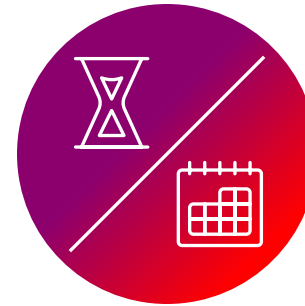
Whether it's inpatient or outpatient, our experienced, credentialed coding experts meet strict quality assurance requirements and program performance goals for both productivity and accuracy. We work with you to develop goals to fit your needs, timetable and expectations.

[Learn more in the fact sheet](#) ▶

What type of arrangements does 3M offer for outsourced facility coding?



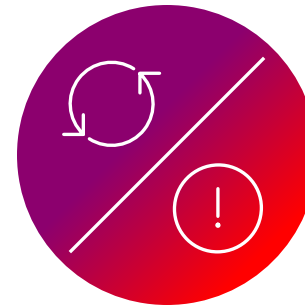
Remote only



Short term or long term



Domestic or international staff



Dedicated and as-needed basis

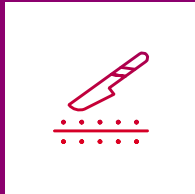
Accelerate facility coding

3M outsourced facility coding

Specialized expertise



Observation



Outpatient surgery



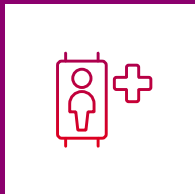
Interventional radiology



Wound care



Outpatient ancillary coding



Clinic/urgent care



Emergency room



Inpatient behavioral health/rehab/long-term care

Results

95%

ICD-10 accuracy



Improved turnaround time



Reduced backlog



Coding and bill drop goals met

Streamline professional services coding

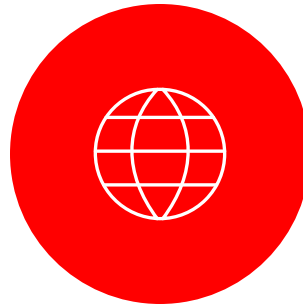
3MSM CodeCompleteSM Services

3M CodeComplete provides a full-service, outsourced coding solution comprised of a talented team of certified coders who perform medical coding for professional fee services across all specialties.

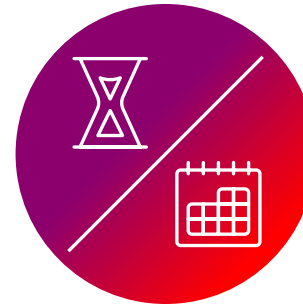
This flexible service allows you to build your business without adding onsite staffing or handling the hassles of hiring, training and managing coders. We offer a per report pricing model, and our certified coders can operate in any client system. With 3M CodeComplete you can improve coder productivity, reduce turnaround time, denials and days in A/R.

[Learn more in the fact sheet](#) ▶

What type of arrangements does 3M offer for outsourced professional services coding?



Remote only



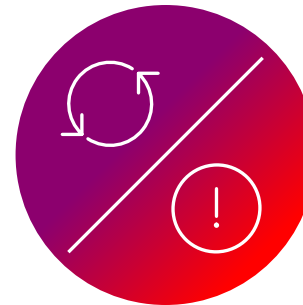
Short term or long term



Total outsourcing



Domestic or international staff



Dedicated and as-needed basis

Streamline professional services coding

3MSM CodeCompleteSM Services

Specialized expertise



Multi-specialty
evaluation and
management
(E/M)



Office/
clinical visits



Emergency/
urgent care



Multi-specialty
ambulatory
surgery



Radiology



Pathology



Interventional
radiology



Anesthesia



Auditing



HCC
management



Cardiology

Results

97%

current procedural terminology
(CPT[®]) accuracy

95%

ICD-10 accuracy



48-72

hour turnaround time

Complete and efficient CDI

3M outsourced CDI services

A successful CDI program can require an enormous amount of resources, but the advantages of accurate documentation can benefit teams across the revenue cycle and beyond; providing lasting impact after the patient encounter. At 3M, our CDI professionals have managed CDI teams, so they understand the pressure you are under to meet strict standards when you're low on staff. Our experts have experience in academic health systems, pediatric, community, psychiatric and rehabilitation hospitals.

[Learn more in the fact sheet](#) ▶

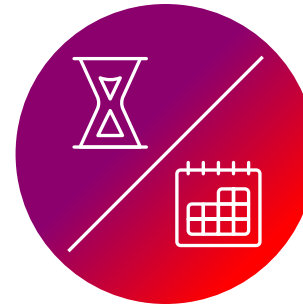
3M also brings a complete outsourced solution to deliver the benefits of a highly effective CDI program without the operational challenges of running an in-house program.

[Learn more about our complete solution here](#) ▶

What type of arrangements does 3M offer for outsourced CDI?



Onsite or remote



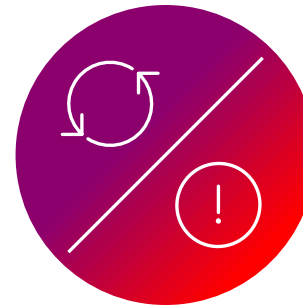
Short term or long term



Total outsourcing



Domestic or international staff



Dedicated and as-needed basis

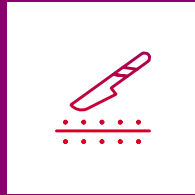
Complete and efficient CDI

3M outsourced CDI services

Specialized expertise



Inpatient



Outpatient
surgery



Emergency/
urgent care



Psychiatry/rehab/
long-term care



Observation

Results



Avoid costs from hiring,
training and managing
new personnel



Access the most
up-to-date CDI resources



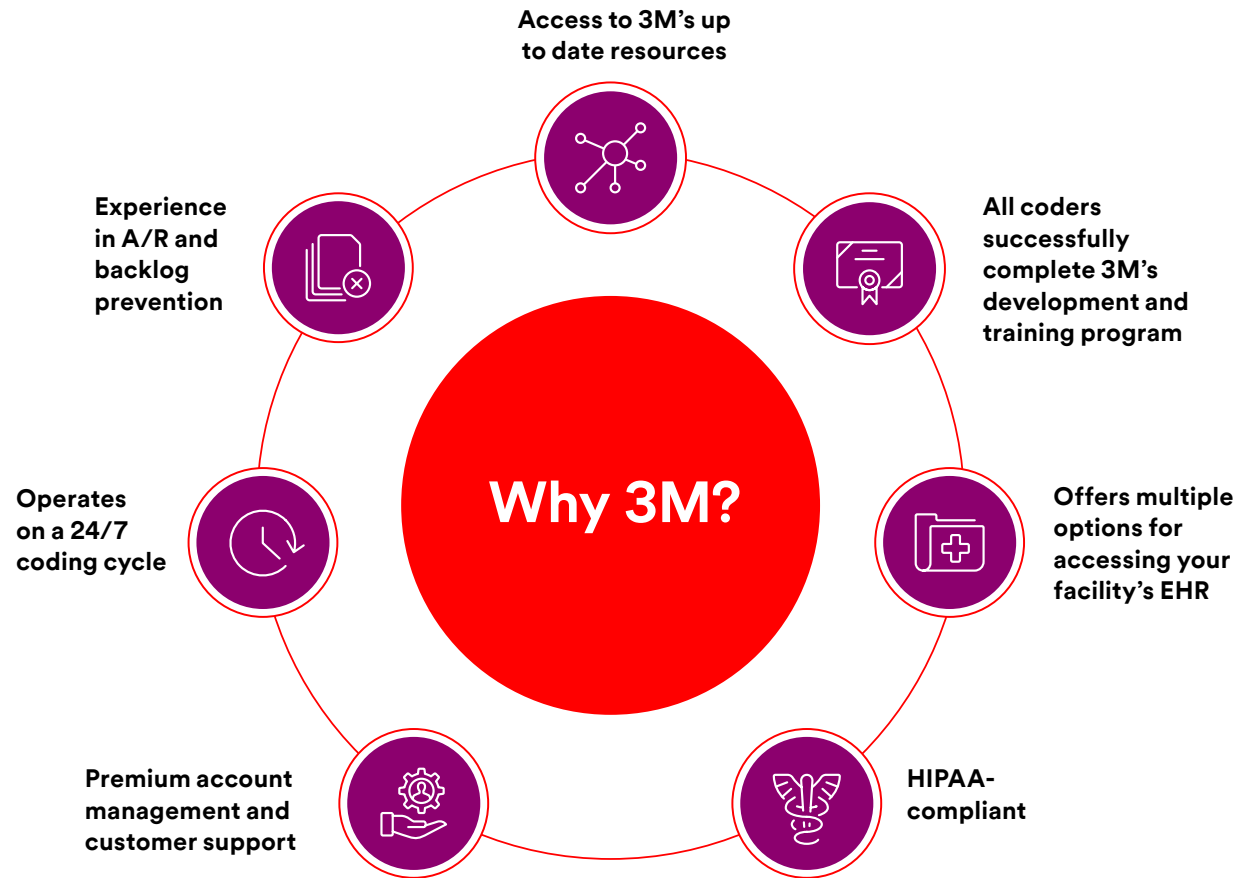
Drive complete and
accurate documentation



Prevent a backlog

Your strategic partner for success

With 3M you have access to cutting edge technology, credentialed staff and proven processes to scale your program with confidence. Whether you need dedicated staff replacements or temporary help, either onsite or in remote locations, 3M has the solution for you. For more than 30 years, 3M Health Information Systems (HIS) has delivered quality coding and CDI services to health care providers nationwide—when and where they need help.



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.3M.com/his.

References

1 <https://www.beckershospitalreview.com/healthcare-information-technology/7-things-keeping-revenue-cycle-executives-up-at-night-2.html>



Health Information Systems
575 West Murray Boulevard
Salt Lake City, UT 84123 U.S.A.
800 367 2447
www.3M.com/his

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