



NAMAS Weekly Auditing & Compliance Tips

April 1, 2016

Who Audits the Auditor?

Does your facility have a policy in place which addresses quality assurance? It is vital to ensure that regulatory and internal compliance plan policies are being followed by those who are responsible for internal chart audits.

Even before you review internal audits, here are some tips to ensure their quality:

- Is your auditing staff kept abreast of changing policies and regulations with government payers and others? Sometimes, those of us who have been auditing medical records for a long time forget to monitor and review changes to keep current. Subscribing to CMS' notifications and watching your local Medicare Administrative Contractor's (MAC) FAQ site is helpful.
- Do your auditors and coders have a support system of other knowledgeable professionals who do

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the same type of work? An internal network or reputable resource such as the NAMAS forum are excellent sources. Within the NAMAS forum, you'll receive tips, answers, and resource guidelines for your hot topic internal documentation questions.

- Do you require certifications such as CPC, CPMA, CEMC, RHIT, or other relevant credentials to ensure a solid knowledge base in the area of coding or auditing?
- Most importantly, do you have internal policies regarding how your organization and MAC carrier interprets certain elements within documentation? For example, how does your organization address the documentation of "non-contributory" in the family history? A written policy and/or compliance plan is vital to ensure that all coders and auditors are on the same page.

Periodically, you should audit the personnel who are responsible for coding or auditing medical documentation in your organization. Depending upon the size of your organization and volume of coding and billing, you may choose to do these audits monthly or quarterly. These audits should be performed by someone experienced, qualified, and knowledgeable of the organization's internal as well as government and other payer's regulatory policies. Items that should be reviewed include: CPT, ICD-9/10 code and proper modifier usage. You'll also want to review coded or audited documentation in each area of service your provider(s) utilize. For example, whether your organization

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Upcoming Classes:

Austin, TX: April 19
Instructor: Shannon DeConda
Please call or email
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instructions

Little Rock, AR: April 20
Instructor: Betty Stump

Ft. Lauderdale, FL: May 17
Instructor: Shannon DeConda

Saratoga, NY: June 7
Instructor: John Burns

provides inpatient, outpatient, E&M, nursing facility, office procedures or surgeries, you'll want to review documentation for each applicable area to ensure all requirements are met. Additionally, if your organization has physician extenders who bill incident-to, teaching physician services, or split/shared services, these should also be audited to ensure accuracy.

While creating quality standards, select an acceptable accuracy rate to monitor the accuracy of each coder/auditor. 90-95% is a common accuracy goal.

Lastly, commit to reeducation of your staff when necessary. Provide the proper feedback and support to help ensure that any errors are quickly addressed and remedied.

Performing internal audits of your staff members is a key piece to the assurance that your internal policies, compliance plan, and governmental regulatory requirements are all clearly understood and being followed by each member of your organization.

This Week's Auditing & Compliance Tip Provided By:

**Michelle West,
CPC, CEMC,
CPMA**

Michelle is a Senior Auditor for our parent company,

DoctorsManagement, LLC and a NAMAS Instructor



Albuquerque, NM: June 14

Instructor: Betty Stump

Orlando, FL: June 17

Instructor: Shannon DeConda

Dallas, TX: June 28

Instructor: Shannon DeConda

Please call or email
namas@namas.co for registration
instructions

Detroit, MI: July 12

Instructor: Shannon DeConda

Additional dates and cities
scheduled; click the image above for
full schedule

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A Note From Our Sponsor



Going to the AAPC HealthCon April 10-13 in Orlando, Florida? Check out all the great new products on display at the F.A. Davis booth, including the brand-new, comprehensive *Conquer Medical Coding: A Critical*

Upcoming Webinars

NAMAS is proud to present the following webinars in March



**Putting Technical Writing Skills
to Work in Your Audit Report**

Speakers: Scott Kraft & Grant
Huang

Thinking Approach with Coding Simulations
text and workbook and their accompanying
Medical Coding Lab, an online learning
environment filled with cases and other
practice exercises.

**For more information, click here to visit
our website.**

NAMAS 8th Annual Auditing & Compliance Conference



Pre-Conference:

Dec 6 2016

Conference:

December 7-9 2016

Location:

Loews Portofino Bay at Universal Orlando



**Conference Agenda Now Available! Click
Here to View**

New for 2016! Attendees can choose
between **FOUR Pre-Conference tracks:**

General Auditing, E/M Auditing with
Precision Testing, Physician-Based
Compliance and Facility-Based Auditing
(agenda for facility-based auditing track is

Tuesday, April 5

2pm EST

Auditing Mental Health Services

Speaker: John Burns

Tuesday, April 12

2pm EST

E/M Encounter Review

Speaker: Shannon

DeConda Tuesday, April 19

2pm EST

The Ins and Outs of Incident-to- Services

Speaker: Sean Weiss

Tuesday, April 26

2pm EST

NAMAS Members: Watch your
Email for Registration Links

Non-Members: Email
namas@namas.co to learn how to
attend these webinars

NAMAS Calendar of Events



Click the image above to view our
monthly calendar

coming soon)

Limited Time Offer! Ends 3/31/16

Reserve your spot at conference and receive a 1 year NAMAS Silver membership PLUS complimentary entry to 1 Universal Orlando theme park after 2:00pm on Friday, December 9th (while supplies last).

Reserve your spot at conference with just a \$50 deposit!

[Click here to reserve your conference registration](#)

Complimentary Tip of the Week

Our weekly auditing & compliance tip emails are available to anyone who could benefit from this information. If you know someone who would like to receive these emails, invite them to sign. Click the image above to be added to our email list!



Visit NAMAS at the AAPC HealthCon in Orlando, Florida

Stop by the NAMAS booth at the AAPC HealthCon 2016! We'll be in booth 103 with NAMAS products and opportunities to enter to win one of the following prizes:

- E/M BootCamp Registration
- Online Medical Auditing BootCamp Registration
- NAMAS 8th Annual Conference Registration
- NAMAS 1 year membership
- And more!

We'll also have a photo wall where you can take a selfie your phone! Upload your selfie to your social media account and tag NAMAS for a chance to win a registration to

Stay Infomed

Stay up to date with important news and announcements from NAMAS. Follow our social media pages to ensure you don't miss a beat!



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one of NAMAS' Medical Auditing BootCamp sessions!

We look forward to seeing you there!