Coding Quality Program

- Biannual and focus reviews assess each service line's coding accuracy rate
- Continuous coding education provided 12-18 hours annually

Your goals, our plan

- Decrease Unbilled Accounts
- Increase MS-DRG/APC accuracy
- Improve reporting capabilities
- Leverage automation technology

Our Commitment:

To foster a professional culture encouraging all to do the right thing – to speak up, share concerns, offer ideas, question decisions, admit mistakes or near misses, respectfully disagree, and try new ways to do things. To take time daily to recognize and praise team members, listen carefully to their needs and demonstrate our commitment to the communities we serve.

Corewell Health

Comprehensive Hospital Coding Remote Services

COREWELL HEALTH

- Butterworth Hospital
- Meijer Heart Center
- Helen DeVos Children's Hospital
- Lemmon-Holton Cancer Pavilion
- Zeeland Hospital
- Gerber Hospital
- Blodgett Hospital
- Continuing Care
- Greenville (United) Hospital
- Kelsey Hospital
- Reed City Hospital
- Big Rapids Hospital
- Pennock Hospital
- Ludington Hospital

PATIENT TYPES

- Inpatient & Observation
- Outpatient Surgery/Procedure
- Emergency Department
- Ancillary Diagnostic
- Laboratory & Radiology Tests/Procedures

100 Michigan St. NE MC: 032
Grand Rapids Michigan 49503
Corewellhealth.org

Corewell Health Coding Quality

Facility Coding Inquiry Helplines

Lab/ABN Coding Inquiry Helpline
Ancillary Coding Inquiry Helpline
Inpatient Coding Inquiry Helpline
Outpatient Surgery and Observation Coding Inquiry Helpline
Ccath.Ir.RadOnc. Coding Inquiry Helpline
Emergency Department Coding Inquiry Helpline
Coding Education Coding Inquiry Helpline
Edits/Therapy Coding Inquiry Helpline
Rehab Therapy Coding Inquiry Helpline
Coding Inquiry Helpline

Corewell Health

CODE OF EXCELLENCE:
[EXCELLENCE IN OUR ACTIONS]
- We always do the right thing and actively support others for doing the same
- We understand our roles & responsibilities
- We take ownership for quality of our work
- We uphold all established coding industry guidance in our actions
- We seek guidance when we have questions
- We model professionalism through our actions and appearance
- We stay curious and raise concerns so those can be addressed

LEADERSHIP TEAM:

Theresa Crump, BS, RHIA, CPC, CRCR
Director, Hospital Coding

June VanKuiken, BS, RHIT, CRCR
Manager, Inpatient Coding Operations

Michele Cross, RHIT, CRCR
Manager, Outpatient Coding Operations

Jeanette Lyons, RN, BGS, CCDS, CRC
Director, Clinical Documentation Integrity & Coding Quality

Jennifer Usery, RHIT, CRCR
Manager, Coding Quality

Coding Inquiry Helpline for Corewell Health Facilities

Where should I send my Facility coding inquiries?

It is best to send Corewell Health Facility coding-related inquiries through Epic by adding one of the following Billing Indicators:
- Coding Review Needed – Ancillary [149]
- Coding Review Needed – CCATH, IR, RadOnc [152]
- Coding Review Needed – Emergency [154]
- Coding Review Needed – Inpatient [150]
- Coding Review Needed – Outpatient Surgery, Observation and Chemo Infusions [151]
- Coding Review Needed – Rehab Therapy [156]

If unable to add a Billing Indicator in Epic, please send your question through one of these email addresses:

- Lab/ABN Coding Inquiry Helpline
- Ancillary Coding Inquiry Helpline
- Inpatient Coding Inquiry Helpline
- Outpatient Surgery and Observation Coding Inquiry Helpline
- Ccath.Ir.RadOnc. Coding Inquiry Helpline
- Emergency Department Coding Inquiry Helpline
- Coding Education Coding Inquiry Helpline
- Edits/Therapy Coding Inquiry Helpline

If unsure where your coding inquiry is best directed, please send to:

CodingInquiryHelpline@spectrumhealth.org and describe those specific circumstances.

Required Information for Inquiries
- Patient account related inquiries require the following information: (failure to provide delays response time or our ability to research):
- Hospital Account Number (HAR)
- Patient's first and last names
- Patient's date of birth
- Date(s) of service
- Description of inquiry:
  - Incorrect disposition
  - Review diagnosis code xxx.xxxx
  - Review procedure code xxxxxxx or xxxxx
  - Review for missing modifier
  - Review for missing diagnosis code
  - Review for missing procedure code
  - Diagnosis does not meet medical necessity
  - Other; specify: _____

When to Expect Response

At Corewell Health, the Coding Quality team demonstrates ownership in their work to provide high-quality coding education services daily. Service line leadership or a member of the Coding Quality team will respond to inquiries within two business days. *[Includes those received after 5pm on Fridays, weekends and holidays]*