

08/16/23 “The Role of an Advanced CDI Program in a Clinical Validation Denial Appeals Process”

**CONTINUING EDUCATION CREDIT INFORMATION
FOR THE ON-DEMAND PROGRAM**

Educational Outcomes

At the completion of this educational activity, the learner will be able to:

- Describe the role of an advanced CDI program in a clinical validation denial appeals process
- Discuss how to build a clinical documentation excellence/PA/coding denials appeal team and workflow
- List key metrics for measuring performance of a denials appeal team

Speakers

- **Joseph Anthony Cristiano, MD, FACP, CCDS, CHCQM-PHYADV**, is assistant professor of internal medicine/physician advisor at Atrium Health Wake Forest Baptist in Winston-Salem, North Carolina. He is a physician advisor for the Atrium Health Wake Forest region of the enterprise health system. He holds certifications from ACDIS (CCDS) and the American Board of Quality Assurance and Utilization Review Physicians (CHCQM-PHYADV). He created the physician advisor program focusing on clinical documentation excellence (CDE) at Atrium Health Wake Forest Baptist.
- **Tamara A. Hicks, MHA, BSN, RN, CCS, CCDS, CCDS-O**, is director of CDE at Atrium Health Wake Forest Baptist. She has over 39 years of experience, including over 24 years in CDI. A founding member of Wake Forest’s CDI team in 1999, she also served as a founding member of the ACDIS Advisory Board and was reelected to the board in 2016. Hicks co-wrote the original CCDS exam, serves on the ACDIS CCDS-O Certification Board, is the social media coordinator of the North Carolina ACDIS board, and was 2019 ACDIS Professional of the Year.
- **Joy Bombay, RN, MSN, MHA, CCDS**, is inpatient manager for CDE at Atrium Health Wake Forest Baptist. She holds a clinical/leadership position that coordinates all activities related to compliance, denials management, mortality reviews, and quality assurance as well as education with the CDE team and providers. Her CDI career started in 2014 after she spent 20 years in bedside nursing, providing care in the acute care setting as well as nursing leadership.

Program Agenda

- Advanced CDI programs
 - Clinical indicator policies systemwide
 - Physician accountability
 - Concurrent HAC/PSI review
 - Engagement in facility initiatives
 - Clinical validation
 - Outpatient CDI
 - Risk adjustment
 - Denial prevention and appeal support
 - Quality
 - Multidepartment collaboration
- Role in a clinical validation appeal process
 - Multidisciplinary team
 - Using a confidence scale
 - Collaborating to appeal denials when appropriate

- Key diagnoses
 - Sepsis
 - Respiratory failure
 - Malnutrition
 - Acute renal failure
 - Encephalopathy
- Rationale for denials
 - Clinical validation
 - Sequencing of diagnoses
 - Root operation and approach on procedures
 - Cases with only one CC or one MCC
- Preventing denials in the first place
- Building a denials appeal team and workflow
 - Who needs to be on the team?
 - Who are the best people for the team?
 - Establishing a workflow
 - Technology
 - Tools
 - Workflow
 - Confidence scale for denials
- Key metrics
 - Lead metrics
 - Volume of denials reviewed
 - Volume of appeal letters
 - Lag metrics
 - Overturns
 - Revenue recovery
- Tips for building a denial review team
- Lessons learned

Credit Types

American Health Information Management Association (AHIMA)

This program has been approved for up to 1 continuing education unit(s) (CEUs) for use in fulfilling the continuing education requirements of the American Health Information Management Association (AHIMA). Granting of Approved CEUs from AHIMA does not constitute endorsement of the program content or its program provider.

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American Nurses Credentialing Center's Commission on Accreditation (ANCC)

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1 contact hours for nurses are available for this activity.

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Association of Clinical Documentation Integrity Specialists (ACDIS)

This program has been approved for 1 continuing education units towards fulfilling the requirements of the Certified Clinical Documentation Specialist certification, offered as a service of the Association of Clinical Documentation Integrity Specialists (ACDIS).

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National Association of Healthcare Revenue Integrity (NAHRI)

This program has been approved for 1 continuing education units towards fulfilling the requirements of the Certification in Healthcare Revenue Integrity (CHRI), offered as a service of the National Association of Healthcare Revenue Integrity (NAHRI).

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Disclosure Statement

Please note the planners, presenter(s), and contributors to this activity have disclosed no relevant financial relationships with any commercial companies pertaining to this activity.

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After the expiration date(s) listed above, the evaluation/quiz for this activity will be closed.

A certificate will be emailed to you immediately following your evaluation submission. Please retain the email for future reference.

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