Introduction

M*Modal’s Fluency for Coding is an advanced coding platform focusing on workflow as the foundation to drive coding productivity and quality.

Fluency for Coding can help extend workflow capabilities, enhancing efficiency and accuracy via:

- Computer-Assisted Coding (CAC) leveraging M*Modal’s Natural Language Understanding (NLU) using Fluency Reveal
- Integration with M*Modal’s CDI Collaborate (Clinical Documentation Improvement)
- Available front-end integration with EHRs using Fluency Bridge
- Fluency E&M Calibrate
- Workforce management capabilities using Fluency Capture
- Management dashboards and reporting with Fluency Insight
- Fluency Audit Tool
- Encoder agnostic integration

Fluency for Coding eliminates redundant tasks. Here's how:

A closer look at Fluency for Coding:

- Automated work distribution uses multifaceted, multilayered coder assignment—aligning workflow to business priorities
- Supervisors have a real-time view into entire coding operation and can manually assign work when needed
- Automated productivity tracking
- Efficient, single-screen coding
  - Efficient, single-screen coding includes:
    - Text and image-based documentation from any source
    - Patient demographic information
    - Custom abstract capabilities for important data
- Encoder integration eliminates redundant coding tasks and offers coding references

As a Web-based system, Fluency for Coding provides a consolidated platform for coding and quality initiatives by:

- Focusing on workflow
- Streamlining the coding and auditing processes
- Optimizing utilization of coding resources

Fluency for Coding also:

- Gives complete oversight of the coding process
- Provides flexible, intelligent systems to support a variety of coding situations
- Delivers a pre-bill/QA workflow utilizing our Audit Tool

Fluency Reveal (NLU/CAC)

Presenting coders with auto-suggested codes (CAC) can provide significant benefits to coders. M*Modal is a vendor of choice because our NLU engine powers all our solutions, including Computer-Assisted Physician Documentation (CAPD), Transcription, Clinical Documentation Improvement (CDI) and CAC.

Workforce Management

Here's how supervisors oversee the coding process:

- Automated/manual workflow management
- Manage global view of the coding backlog
- Override feature assigns work directly to individual users, if needed
- Capture productivity automatically for tracking and reporting
- Capture coder accuracy and quality automatically as part of the QA process
- Audit Tool information
- Communicate efficiently through internal messaging with alerts for encounter reviews
Technology

M*Modal Natural Language Understanding (NLU) – Next Generation of Computer Assisted Coding

M*Modal’s NLU manages the overall coding process for a higher level of quality, accuracy, efficiency and consistency.

NLU provides excellent first-pass coding, giving coders access to work created as part of the Clinical Documentation Improvement (CDI) process.

NLU narrows the gap:

- Pre-codes encounters to improve accuracy of the ICD-10, ICD-10 PCS, CPT, and HCPCS code assignment
- Enables automation of coding whereby documentation quality supports high CAC accuracy
- Highlights are visible as part of documentation which means efficient interaction with the CAC results
- Accesses meaningful CDI content such as evidence worksheets and physician queries
- Keyword searches and medical concept searches

Fluency for Coding provides more comprehensive documentation, improving:

- Turn-around time
- Billing accuracy/reimbursement
- Coding of complications and comorbid conditions affecting the DRG assignment
- The Case Mix Index (CMI)
- Diagnostic evidence of medical necessity and fewer denials
Fluency for Coding Drop-file

Even with all the best efforts to reduce it, there remains a considerable amount of paper documentation to manage.

- Drop-file provides total coverage for adding documentation to the system.
- No specialized hardware or software
- Upload any PDF document from anywhere at any time
- Immediately available

M*Modal’s Adoptions Team

The M*Modal Adoptions Services team is comprised of HIM and coding experts. It ensures the achievement of customer’s needs by:

- Working collaboratively to secure meaningful and tangible results.
- Lead discovery to meet the business opportunities and goals.
- Executing a complete Agile Implementation process to incrementally achieve desired outcomes.

About M*Modal

Now a part of 3M, M*Modal is a leading healthcare technology provider of advanced clinical documentation solutions, enabling hospitals and physicians to enrich the content of patient electronic health records (EHR) for improved healthcare and comprehensive billing integrity. M*Modal also provides advanced cloud-based Speech Understanding™ technology and data analytics that enable physicians and clinicians to include the context of their patient narratives into electronic health records in a single step, further enhancing their productivity and the cost-saving efficiency and quality of patient care at the point of care.

To find out more, visit our website at mmodal.com or contact us at 866-542-7253.