



Bill Dunbar and Associates

PARTNERS IN HEALTHCARE DOCUMENTATION & COMPLIANCE

# Urgent Care: Medicine in the fast lane

No two days are alike in an Urgent Care clinic. But one thing is certain – it’s a demanding and complex healthcare setting. Selecting and documenting the correct Evaluation and Management (E/M) level is often difficult. If your documentation doesn’t support the level of service billed, you risk denial of reimbursement. BDA can help Urgent Care staff to truly understand all the components of the E/M guidelines and how they apply to both new and established patients. This clarity can help you get the reimbursement you’ve earned.



## What we do

BDA works with Urgent Care facilities to enhance documentation and coding. This includes providing the support needed to select and document appropriate E/M levels.

Our experienced coding and financial professionals have worked side-by-side with thousands of healthcare experts like you to improve documentation and coding, which in turn increases revenue capture, grows compliance, and helps you focus on what matters most: practicing good medicine.

- » **We customize** our tools and solutions to meet your needs.
- » **We simplify** so you can adopt effective, consistent, and compliant processes.
- » **We educate** by listening and explaining until you are comfortable in your understanding.
- » **We streamline** processes by introducing best practices that will improve your revenue capture and grow compliance.

## Success Snapshot: How BDA helped reduce down-coding

BDA worked with an Urgent Care facility that had recently implemented a new Electronic Medical Records (EMR) system. Unfortunately, the use of the new EMR was resulting in lower levels of service. BDA partnered with the facility’s staff on E/M training and education as well as chart reviews. The result: the client was able to identify the appropriate E/M level of service and improve revenue capture and compliance.



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