

**CSI** Companies

# Solutions Portfolio

**CODING & CLINICAL INTEGRITY**





# Introduction

Welcome to the CSI Companies' Solutions Portfolio!

Here, we proudly showcase the triumphs of healthcare partners just like you. In these pages, you'll witness the remarkable stories of organizations overcoming unique challenges and transforming the quality of care in their communities.

From bustling urban hospitals to remote rural clinics, our clients, both big and small, have harnessed the power of innovative strategies to navigate the complex landscape of value-based care. Whether you require technology enhancement, revenue improvement, or operational management, rest assured that our exceptional team is poised to provide customized support, guiding you every step of the way.

No matter what stage of your journey you are currently on, let the stories within these pages inspire you as you strive to make a lasting impact in the ever-evolving field of healthcare.

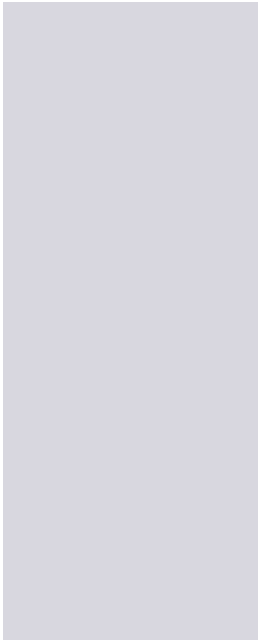
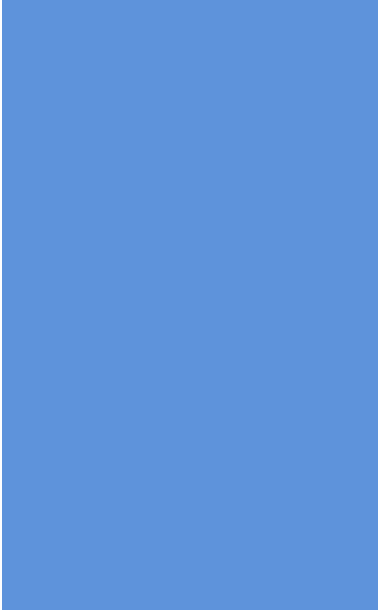


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# Coding Validation







# Coding Validation

*Health insurer serving more than 3 million members in the NY tri-state area*

The client faced a crucial challenge with their chart retrieval and coding process. Dissatisfied with the inaccuracies of their previous external vendor, they turned to CSI Companies for a more reliable solution. The client sought our assistance in validating submitted claims for accuracy before CMS's final deadline closed for them to make corrections. Responding swiftly, we assembled a dedicated team of a project manager and 15 coders who worked diligently to meet the accelerated deadline. Leveraging our expertise, we formed a specialized group of auditors from CSI's risk adjustment bench.

Their analysis revealed that 41% of the coded cases were incorrect, prompting immediate action and close collaboration with the client to rectify the erroneous claims. The project was successfully completed in three weeks, two weeks ahead of schedule, leaving the client highly satisfied. Impressed with the results and the quality of our work, they expressed their intention to engage CSI Companies for future sample audits. This success story reinforces our reputation as a dependable partner committed to delivering accurate and reliable solutions in the industry.

## Client Testimonial

"As I sit in this beautiful office overlooking the skyline, I am filled with gratitude. Thank you so very much for your non-stop commitment to this project, your dedication, team spirit, and support. Your hard efforts are greatly appreciated! It has been a pleasure working with you."

*-Enterprise Director Risk Adjustment Coding*







# STAFF AUGMENTATION







# Staff Augmentation

Fortune 10 Company

We were called upon by this client to help them with a critical risk adjustment long-term project that required hiring hundreds of certified coders. Through extensive market research, we refined our delivery plans and developed a pilot program that tapped into a pool of untapped entry-level coders with specialized skills. Leveraging their clean slate advantage, we were able to achieve comparable results at a lower cost. We understand the importance of continuous improvement, so we continuously surveyed and gathered feedback from the coders to ensure our tailored training program produced certified high-quality coding professionals.

Through our efforts, over the past two years, we successfully recruited and trained over 1,000 coders for this client, all within the same entry-level skill set. As the project continued, we were able to continually improve our onboarding training to help better prepare candidates for their first day with the client. Overall, we take pride in approaching projects creatively and proactively seeking out untapped resources to provide the best value to our clients. With our innovative approach and unwavering commitment to excellence, we were able to ensure this client's risk adjustment long-term project progressed smoothly and efficiently with competent and dedicated coders.

## Client Testimonial

"Thank you for years of positive support and truly one of the best client/customer relations that I've experienced in my life. 10/10, CSI runs a very efficient operation, and it has been a joy to work with them."

-Coding Operations Supervisor







# AI TECHNOLOGY VALIDATION







# AI Technology Validation

*AI coding development/risk adjustment coding company*

The client needed 50,000 charts coded with HCC and project-specific guidelines for the development of an AI coding tool. In the initial stage, 2,000 charts had to be coded twice simultaneously for an 80% match rate, followed by coding the remaining charts using the guidelines. To ensure success, we handpicked a team of 25 coders based on their performance and alignment with client requirements. The team lead/project manager audited 5% of the coded charts and provided personalized coaching to maintain accuracy. We implemented regular monitoring and auditing of chart accuracy, checking 1-5% of the total volume.

Daily tracking of coding productivity kept the project on schedule, and additional coders were strategically added as needed. The results were outstanding, with all 50,000 charts completed two weeks ahead of projected completion. The coders were receptive to ongoing clarifications and guideline adjustments, ensuring a successful outcome. CSI's meticulous planning, rigorous monitoring, and dedicated team enabled the successful completion of this challenging project, delivering high-quality coded charts for the AI coding tool development.

## Client Testimonial

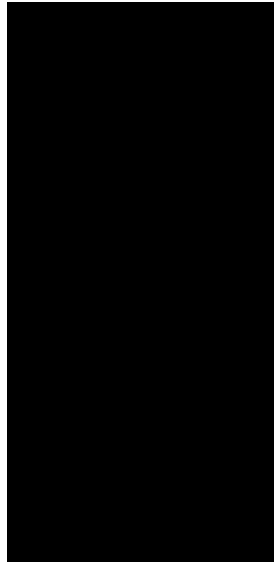
"Our team needed to onboard onshore coding resources quickly to meet our client's needs. CSI was able to give us high-quality coders quickly and their leadership was actively engaged throughout the entire project. The CSI team was easy to work with while delivering outstanding results."

*-VP of Coding Operations*





# MANAGED SERVICES







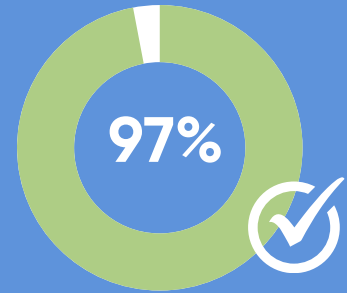
# Managed Services

*Healthcare technology and business solutions company  
(for payers & providers)*

When this client needed help with a variety of coding tasks for multiple payers/providers, we rose to the challenge by assembling a team of over 300 coders. Our experts handled risk adjustment retrospective coding, MRA, HHS, and CAI coding for Medicaid encounters, all with the same level of commitment and precision. To ensure that deadlines were met and quality remained high, we developed a specialized managed service team. This team included project leaders, coders, risk adjustment coding experts, and auditors who worked together to provide top-tier service.

We invested in our team by providing training and onboarding for around 200 certified risk adjustment coders. We implemented integrated workflows, quality monitoring, and coaching to maintain a superior level of quality. Our approach proved successful as we renewed a second-year managed service agreement, with the client extending the scope by 20% due to our exceptional performance.

### Our Quality Score



### Client Testimonial

"CSI has moved to the top of the list, providing solid clinical solutions and coding resources. The support they offer is unmatched and has remained consistent over time, fostered by a culture of, how can we help you solve this issue? As a leader in risk adjustment, CSI is also developing innovative solutions that prepare coders to adjust, adapt, and succeed in a high-demand, fast-paced workforce. They are our first go-to every time."







# Managed Services/Provider Education

*Growing health insurance company serving counties across Georgia*

Faced with a recent rebranding, our client set their sights on reaching a membership of over 5,000 by the end of 2024. As a result, they required reliable and timely risk adjustment solutions. To meet this challenge, we conducted thorough chart and data reviews, while also providing essential education to address coding gaps among providers. Over a two-week period, we worked closely with the client's executives, IT team, and Provider Engagement contacts to seamlessly begin and complete all phases of the project. This involved integrating a secured FTP and ensuring our coders received the necessary training through a strategic partnership with Cavo.

As a result, we successfully reviewed over 500 encounters within the required timeframe. We identified 289 new codes, validated 172 existing codes, and identified 35 codes lacking proper documentation. Furthering our commitment to excellence, we also recognized 82 opportunities for education and conducted informative webinars with providers to address these gaps. Ultimately, we delivered a comprehensive report to the company well before their deadline, granting them ample time to submit the necessary documents through their trusted Third-Party Administrator (TPA).





# The CSI Way

At CSI Companies, we firmly believe that solutions should never be one-size-fits-all. Our commitment lies in crafting customized strategies that embody our core principles:



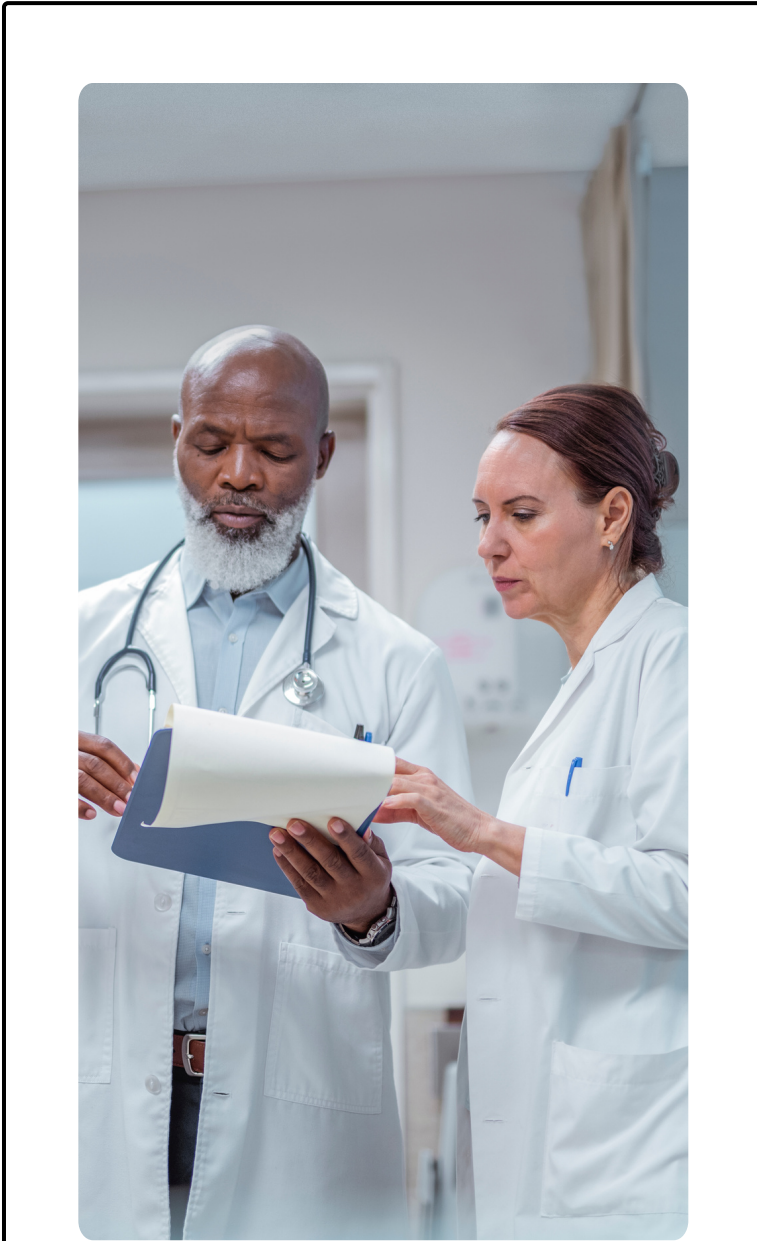
## Personalization

We take the time to understand the unique dynamics, needs, and goals of our clients' teams.



## Transparency

From our very first conversation to implementation and beyond, we thrive on fostering clear and concise communication.



## Efficiency

Our dedication to excellence drives us until we meet and exceed our clients' standards. Your satisfaction is our ultimate goal!

**Let's Connect!**  
Contact us at: [ccisolutions@csicompanies.com](mailto:ccisolutions@csicompanies.com)  
Visit [csicompanies.com](http://csicompanies.com)

