

# Improve compliance activities with ease

Reduce claim denials and exposure to fines and penalties.

## Challenge

How can I reduce claim denials and exposure to fines and penalties for inaccurate coding?

## Solution

Nuance Clintegrity Compliance and Nuance Clintegrity Compliance Services enable you to effectively manage and monitor the complex coding challenges that put your health system at risk and delay or reduce your reimbursement. Nuance Clintegrity Compliance improves the quality of your data and acts as an early warning system to identify potential areas of noncompliance. Nuance Clintegrity Compliance Services supports your long-term success by helping to prioritize and customize edits and educate staff.

## Improve compliance activities with ease

With the number of coding regulations to keep track of, it's easy to understand how facilities can be at risk for claim denials and audits. The transition to ICD-10 presents even more challenges, as your HIM staff faces an inevitable learning curve and risks to productivity.

By reviewing the codes entered into your coding solution, Nuance Clintegrity Compliance supports organizational compliance with:

- CMS regulations for ICD-9 and ICD-10
- Office of Inspector General (OIG) targets

- Revenue edits
- Data quality edits
- AHA and AMA coding guidelines

With its comprehensive knowledge base of clinical, financial, and statistical information and rules, Nuance Clintegrity Compliance reinforces coding accuracy and quality data capture. Plus, you can even customize your own edits using the Compliance Custom Rules for facility and enterprise-specific requirements.

Nuance Clintegrity Compliance will alert you to potential coding and abstracting issues that may impact the reliability of your reimbursement process with built-in revenue edits. Additionally, Nuance Clintegrity Compliance enables real-time monitoring of documentation issues during the coding process, just as issues are identified. Your staff can create standard and ad-hoc reports on these issues to support your documentation improvement program.

This also helps educate coding and provider staff, and facilitates sharing information with executive management.

## Nuance Clintegrity Compliance Services

Nuance Clintegrity Compliance Services are designed to provide ongoing support along with Nuance Clintegrity Compliance to continue to drive positive results. Our expert data quality reviewers monitor your records and make changes,

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## Key benefits

- Reduces claim denials and impact of compliance audits
  - Improves reimbursement reliability and documentation
  - Validates your compliance program through external audits
  - Streamlines workflow and data collection
  - Builds confidence in your compliance team while increasing your return on investment
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additions, deletions, and suggestions directly in Nuance Clintegrity Compliance. Based on their review, our staff develops appropriate educational programs for your staff. This customized training helps your coding and medical staff optimize their use of Nuance Clintegrity Compliance according to the specific needs of your health system.

#### **Pre- and post- install audits**

Nuance Clintegrity Compliance Services begin during the installation process with a pre-install audit to obtain a coding quality baseline and identify edits that need to be activated or created. The post-install audit ensures that your staff has increased knowledge related to the product training and are using the tools successfully. It is also an opportunity to fine tune your workflow process and edits.

#### **Compliance monitoring**

Once your program is running, the Nuance HIM staff monitors your facility's use of Nuance Clintegrity Compliance on a quarterly, bi-annual, or annual basis to ensure your product and program continues to run smoothly, while validating your program's effectiveness by completing an external coding audit. The Consulting Services team assesses your current workflow and product use and provides recommendations for improvements to streamline your work, to focus on high-value edits, and to identify training opportunities. Monitoring results in improved use and return on investment.

#### **Features and benefits**

– **Reduces claim denials and improves reliability of reimbursement.** Coding mistakes could lead to claim rejections.

With Nuance Clintegrity Compliance, you know you're covered.

- **Improves documentation.** Easily identify missed documentation opportunities.
- **Enhances performance improvement.** Track and trend with reports that enable you to uncover and keep an eye on possible areas of improvement.
- **Reduces the potential impact of compliance audits.** Ensure you have the appropriate supporting documentation for assigned codes; OIG and RAC target areas; and high-dollar DRGs, to help protect you from noncompliance.
- **Enhances data-collection activities.** Customize data collection fields instantly. As an example, you can track and review records of specific coders before their work is designated complete.
- **Enables retrospective studies.** Use the compliance tool to download a list of specific patient data—based on codes—to do focused studies.
- **Works with any coding system.** Use Nuance Clintegrity Compliance in conjunction with your encoder, regardless of vendor.
- **Grows with your health system.** The solution is scalable to any size organization and integrates seamlessly with other Nuance modules.
- **Offers workflow flexibility.** Multiple workflows enable you to determine how to best leverage Nuance Clintegrity Compliance to fit your facility's needs.

#### **Coding integration sets us apart**

Nuance Clintegrity Compliance works with all major coding systems, to conduct pre-bill audits. However,

when used in conjunction with Nuance Clintegrity Coding, Nuance Clintegrity Compliance creates a more comprehensive solution that will enable your coders to address potential compliance issues pre-bill or retrospectively.

Seamless integration between Nuance Clintegrity Compliance and Nuance Clintegrity Coding ensures that your HIM staff never has to deal with processing wait times. Once your staff finishes coding an encounter in Nuance Clintegrity Coding, the encounter is immediately ready for review in Nuance Clintegrity Compliance. This results in clear efficiency gains for your entire staff.

#### **Nuance Clintegrity Coding Solutions**

Nuance Clintegrity Compliance is part of the award-winning Nuance Clintegrity Coding Solutions, a web-based, enterprise-wide suite of products designed to improve coder productivity and maintain the highest levels of accuracy and compliance. These solutions efficiently manage and monitor the compliance coding challenges that can put a health system at risk and delay and reduce reimbursements. Nuance Clintegrity Coding Solutions brings together all the tools needed to completely and accurately review, analyze, code, and audit inpatient and outpatient encounters, manage the workflow better, and enhance coder productivity.

To learn how Nuance Clintegrity Compliance can help you achieve predictable reimbursement, please contact us at 1-877-805-5902 or visit [nuance.com/healthcare](https://www.nuance.com/healthcare).

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**About Nuance Communications, Inc.** Nuance Communications (NASDAQ: NUAN) is the pioneer and leader in conversational AI innovations that bring intelligence to everyday work and life. The company delivers solutions that understand, analyze, and respond to people—amplifying human intelligence to increase productivity and security. With decades of domain and AI expertise, Nuance works with thousands of organizations globally across healthcare, financial services, telecommunications, government, and retail—to create stronger relationships and better experiences for their customers and workforce. For more information, please visit [www.nuance.com/healthcare](https://www.nuance.com/healthcare) or call 1-877-805-5902. Connect with us via the [What's next](#) blog, [LinkedIn](#), [Facebook](#), and [Twitter](#).