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Childrens Hospital Has ZERO Disallowance in State Audit

PROBLEM: State auditors are more aggressive than ever as they search for ways to recoup revenue for ailing budgets. Agencies need to be sure they adhere to government requirements to reduce the risk of losing money to disallowances.

SOLUTION: Childrens Hospital Los Angeles (CHLA) used Exym's automated reminders to stay on top of critical charting functions, and Exym's extensive reporting capability to track key quality metrics and prevent invalid processes from taking place.

DETAILS: Exym helped CHLA improve operations in these important ways:

First, they increased productivity by reducing the amount of administrative time necessary to document services. Supervisors no longer had to spend time on tasks like checking CPT codes, or verifying that Care Plans were in the chart since Exym does this for them. When clinicians log in to the system each day, Care Plans, assessments and notes that need their attention are the first thing they see. Supervisors can see these too. By tracking when key events are due and automatically notifying clinicians of these events, they can be sure that important administrative tasks are not overlooked.

“CHLA implemented a paperless chart. The auditors conducted the audit via computer.”

Second, the administrative details that clinicians can easily overlook, but which are critical to passing an audit, are handled by the software. Areas of non-compliance are easy to spot before they become problems:

- CPT coding, group billing amounts and other billing details are handled automatically.
- Diagnosis changes by the psychiatrist are communicated by the software to the therapist. It even creates a change of diagnosis form automatically.
- Clinicians can't bill services for a client without a signed note attached to the service and an approved Care Plan on the electronic chart.
- When writing notes, clinicians can see relevant information from the Care Plan, including presenting problem, goals, diagnosis, and agency-recommended interventions.
- Supervisors can easily track how long it takes from date of service to date documented.
- Managers can see average changes in GAF scores and goal outcomes for each clinician.
- Signatures are recorded electronically and integrated into the online chart.

Third, CHLA implemented a paperless chart. The auditors conducted the audit via the software, complete with electronic signatures, so everything they needed was linked together.

“CHLA Program Area Leaders can focus on the appropriateness of the documentation to the service delivered instead of worrying about administrative tasks like following up plan approvals and checking dates. The quality and completeness of our charts has improved dramatically as a result of the extensive quality control checks that Exym provides in the background.” says Dr. Brad Hudson, Clinical Director of the Mental Health program at CHLA.

RESULTS: CHLA had **0% disallowance** in its recent State audit.

ABOUT EXYM, INC.: Exym simplifies the process of billing, documenting and managing mental health services with intuitive and easy-to-use web-based software. Exym is a highly customizable and flexible clinical management solution used by more LA County DMH contract agencies than any other product.