

# Figuring It Out!

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 Partner, DoctorsManagement

1

## Variations Within Benchmarking- What are you wanting to achieve?

- **Performance benchmarking** involves gathering and comparing **quantitative** data (key performance indicators)
- **Practice benchmarking** involves gathering and comparing **qualitative** information about how an activity is conducted through people, processes, and technology
- **Internal benchmarking** compares metrics (performance benchmarking) and/or practices (practice benchmarking) from different units, product lines, departments, programs, geographies, etc., **within the organization**
- **External benchmarking** compares metrics and/or practices of **one organization to another** or many others

2

## What Role does Benchmarking Play?

- Structuring an audit sample
- Monitoring compliance
- Education & Training



3

## Benchmarking Options

- ✓ Complete coding utilization
- ✓ Risk based utilization
- ✓ CPT coding utilization
- ✓ E&M coding utilization

4



## Complete Coding Utilization

- Otherwise known as Risk Based Auditing- PLEASE DO NOT GET THIS CONCEPT CONFUSED!!
- Risk based auditing is focusing on the areas of known risk of the organization for compliance auditing as opposed to baseline audit analysis
- Therefore, the entire coding utilization must be benchmarked as opposed to segmented portions

5

## Complete Coding Benchmark

- How-to?
- This is not an easy task, unless you are willing to pay for it as there are platforms that automate the process
- Otherwise, it consists of running reports and compiling data
- Keep in mind- what ALL we are talking
  - CPT
  - ICD-10
  - Modifiers

6

## Sample View

Specialty	Provider Name	Provider Id	Visible Risk	First Code	Second Code	Third Code	Fourth Code	Fifth Code
24	Provider 220	02.1537	96	✓ 15003	✗ 56	✗ 15101	✓ 15274	✗ 78
06	Provider 42	06.2192	94	✓ 93010	93016	99233	93018	✓ 93454
04	Provider 29	04.1953	93	✗ 50	31276	30520	✓ 31255	✗ 99204
24	Provider 223	02.2362	93	58	15003	15274	11046	15738
07	Provider 53	07.1710	92	17312	17311	15260	12032	24
92	Provider 467	92.350	92	77786	77427	77280	77263	G6002
07	Provider 54	07.1711	91	✗ 95044	96900	96910	96920	99202
02	Provider 7	02.2377	91	✗ 24	✗ 99291	99223	78	11046
92	Provider 466	92.2424	90	77427	77290	77334	77432	99231
06	Provider 50	06.2464	90	✓ 99214	✗ 25	✓ 93284	33249	99204
14	Provider 507	14.2512	90	✓ 99233	22614	22610	99215	63266
16	Provider 168	16.2340	90	76816	76811	25	76819	59025
22	Provider 207	07.2416	90	88305	88342	88346	88341	G0452
16	Provider 509	16.2513	90	J1050	81025	59025	99232	99284
22	Provider 216	07.2478	89	88342	88305	88307	88321	88341
18	Provider 194	18.2356	89	J0585	25	67904	67917	92285
77	Provider 442	02.1354	88	37237	99204	62	78	50
16	Provider 510	16.2516	88	76816	76811	76819	59025	25
07	Provider 55	07.1714	88	95044	76	96900	11603	99203

7

## Risk Based Utilization

- Focusing on utilization of ICD-10 code usage
- Creating reports based on date range by provider
- Choosing categories of ICD-10 code categories and specificity by provider
- Benchmark trending and focus audits on ICD-10 usage



8

## CPT Coding Utilization

- Productivity reports by provider identifying all reported CPT codes within the specified time range
- Value is this prevents a tunnel focus on E&M ONLY type of audits
- Creates a focus that on utilization and these reports focus on the codes that are the most frequently utilizes services of the group
- Structuring an audit to include the top 5-10 CPT codes
- Also, use a productivity report to identify rarely used services to benchmark utilized services as well

9

## Benchmarking E&M Services ONLY

- Internally or externally reviewing the utilization of E&M services can provide the structure for an audit sample
  - Internally- utilizing your providers to trend one another to note outliers
  - Externally- using external data to trend your provider again national averages or other data sets
- Data set for national averages can be purchased in consumable files, but is also available for free in raw data form at the CMS website
- Many practice management billing systems have this information built into them these days

10

# Benchmarking Utilization Reports

- Data is filed based on 76 Specialty Index Files
- E&M files include
  - New & Established Services
  - Initial & Subsequent Hospital Services
  - Observation, Discharge, Critical Care, & ED Services
  - Nursing Facility Services
- What's missing?
- Comparative data is also provided



11

## Benchmark Utilization Specialty Index

### 76 Specialty Listings

Addiction	Allergy/Immuno	Anesthesia Ass.	Anesthesiology	Audiologist (ind)	Cardiac Elect.
Cardiac Surgery	Cardiology	CCNS	CNW	Chiropractic	Clinical Psycholo
Clinical SW	Colorectal Sx	Intensivists	CRNA	Dermatology	Dx Radiology
Emergency Med	Endocrinology	Family Practice	Gastro	General Practice	General Surgery
Geriatric Med	Geriatric Psych	Gyn/Onc	Hand Sx	Hematology	Hem/Onc
Hospice/Palliative	Hospitalist	Infectious Dx	Internal med	Interven. Cardio	Maxillofacial Sx
Medical Onc	Nephrology	Neurology	Nuclear Med	NP	OB/GYN
Occ Thx	Ophthalmology	Optometry	Oral Sx	Orthopaedic Sx	Osteo Man Thx
Otolaryngology	Pain	Pathology	Pediatric Med	PVDx	Phy Med- Rehab
PT Thx	Phys Assistant	Plastics	Podiatry	Preventive Med	Psych
Psychologist (ind)	Pulmonary	Rad Onc	Reg Dietician	Rheumatology	Sleep Med
Speech Path	Sports Med	Sx Onc	Thoracic Sx	Urology	Vascular Sx

12



13

# Understanding the Report

**Urology**

**New Office Visits**

E&M Code	Count	Current Fee	Total RVUs	Current Gross Charges	Current Practice Dist. %	National Dist. %	Variance Practice vs. National	Redistributed Count	Redistributed Gross Charges	Charge Delta
99202	0	0	2.12	\$0	0.00%	4.22%	0.00%	0	\$0	\$0
99203	0	0	3.26	\$0	0.00%	33.77%	0.00%	0	\$0	\$0
99204	0	0	4.87	\$0	0.00%	55.81%	0.00%	0	\$0	\$0
99205	0	0	6.43	\$0	0.00%	6.20%	0.00%	0	\$0	\$0
<b>Totals</b>	<b>0</b>			<b>\$0</b>	<b>0.00%</b>	<b>100.00%</b>		<b>0</b>	<b>\$0</b>	<b>\$0</b>



14

# Understanding the Report

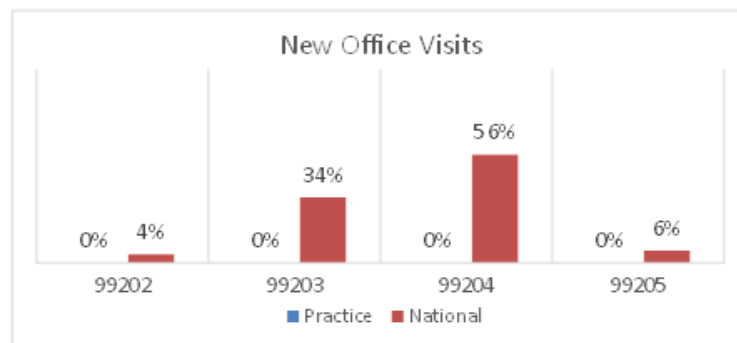
## Urology

### New Office Visits

E&M Code	Count	Current Fee	Total RVUs	Current Gross Charges	Current Practice Dist. %	National Dist. %	Variance Practice vs. National	Redistributed Count	Redistributed Gross Charges	Charge Delta
99202	0	0	2.12	\$0	0.00%	4.22%	0.00%	0	\$0	\$0
99203	0	0	3.26	\$0	0.00%	33.77%	0.00%	0	\$0	\$0
99204	0	0	4.87	\$0	0.00%	55.81%	0.00%	0	\$0	\$0
99205	0	0	6.43	\$0	0.00%	6.20%	0.00%	0	\$0	\$0
<b>Totals</b>	<b>0</b>			<b>\$0</b>	<b>0.00%</b>	<b>100.00%</b>		<b>0</b>	<b>\$0</b>	<b>\$0</b>

15

# Understanding the Report



16

## Understanding the Report

### Global Category Percent

Category Descriptions	National
<b>Total Number of E/M Services Calculated</b>	
New Office Visits to All E/M Codes	12.28%
Established Office Visits to All E/M codes	77.27%
Initial Hospital Visits to All E/M Codes	3.33%
Established Hospital Visits to All E/M Codes	5.56%
Outpatient Consults to All E/M Codes	0.00%
Inpatient Consults to All E/M Codes	0.00%
Emergency Department Services to All E/M Codes	0.12%
Comprehensive Nursing Home Visits to All E/M Codes	0.06%
Subsequent Nursing Home Visits to All E/M Codes	0.15%
<b>Category Summary</b>	
All Office Visits to All E/M Codes	89.55%
All Hospital Visits to All E/M Codes	8.90%
All Consults to All E/M Codes	0.01%
All Nursing Home Visits to All E/M Codes	0.21%

17

## Review the Report

### Urology

#### New Office Visits

E&M Code	Count	Current Fee	Total RVUs	Current Gross Charges	Current Practice Dist. %	National Dist. %	Variance Practice vs. National	Redistributed Count	Redistributed Gross Charges	Charge Delta
99202	4	160	2.12	\$640	1.96%	4.22%	-53.49%	9	\$1,376	(\$736)
99203	26	226	3.26	\$5,876	12.75%	33.77%	-62.26%	69	\$15,569	(\$9,693)
99204	146	340	4.87	\$49,640	71.57%	55.81%	28.23%	114	\$38,712	\$10,928
99205	28	448	6.43	\$12,544	13.73%	6.20%	121.35%	13	\$5,667	\$6,877
<b>Totals</b>	<b>204</b>			<b>\$68,700</b>	<b>100.00%</b>	<b>100.00%</b>		<b>204</b>	<b>\$61,324</b>	<b>\$7,376</b>

#### Established Office Visits

E&M Code	Count	Current Fee	Total RVUs	Current Gross Charges	Current Practice Dist. %	National Dist. %	Variance Practice vs. National	Redistributed Count	Redistributed Gross Charges	Charge Delta
99211	5	50	0.66	\$250	1.34%	1.95%	-31.12%	7	\$363	(\$113)
99212	2	112	1.63	\$224	0.54%	5.76%	-90.69%	21	\$2,407	(\$2,183)
99213	60	180	2.65	\$10,800	16.09%	50.92%	-68.41%	190	\$34,188	(\$23,388)
99214	226	260	3.76	\$58,760	60.59%	38.18%	58.69%	142	\$37,027	\$21,733
99215	80	366	5.25	\$29,280	21.45%	3.19%	572.22%	12	\$4,356	\$24,924
<b>Totals</b>	<b>373</b>			<b>\$99,314</b>	<b>100.00%</b>	<b>100.00%</b>		<b>373</b>	<b>\$78,341</b>	<b>\$20,973</b>

18

## Structuring an Audit Sample

- Utilization can drive the need for audit and the sample selection
- Probe audits
  - Over utilization
  - Under utilization
- Annual compliance Reviews

19

## Scenario #1

### Urology

#### New Office Visits

E&M Code	Count	Current Fee	Total RVUs	Current Gross Charges	Current Practice Dist. %	National Dist. %	Variance Practice vs. National	Redistributed Count	Redistributed Gross Charges	Charge Delta
99202	4	160	2.12	\$640	1.96%	4.22%	-53.49%	9	\$1,376	(\$736)
99203	26	226	3.26	\$5,876	12.75%	33.77%	-62.26%	69	\$15,569	(\$9,693)
99204	146	340	4.87	\$49,640	71.57%	55.81%	28.23%	114	\$38,712	\$10,928
99205	28	448	6.43	\$12,544	13.73%	6.20%	121.35%	13	\$5,667	\$6,877
<b>Totals</b>	<b>204</b>			<b>\$68,700</b>	<b>100.00%</b>	<b>100.00%</b>		<b>204</b>	<b>\$61,324</b>	<b>\$7,376</b>

#### Established Office Visits

E&M Code	Count	Current Fee	Total RVUs	Current Gross Charges	Current Practice Dist. %	National Dist. %	Variance Practice vs. National	Redistributed Count	Redistributed Gross Charges	Charge Delta
99211	5	50	0.66	\$250	1.34%	1.95%	-31.12%	7	\$363	(\$113)
99212	2	112	1.63	\$224	0.54%	5.76%	-90.69%	21	\$2,407	(\$2,183)
99213	60	180	2.65	\$10,800	16.09%	50.92%	-68.41%	190	\$34,188	(\$23,388)
99214	226	260	3.76	\$58,760	60.59%	38.18%	58.69%	142	\$37,027	\$21,733
99215	80	366	5.25	\$29,280	21.45%	3.19%	572.22%	12	\$4,356	\$24,924
<b>Totals</b>	<b>373</b>			<b>\$99,314</b>	<b>100.00%</b>	<b>100.00%</b>		<b>373</b>	<b>\$78,341</b>	<b>\$20,973</b>

20

# Scenario #2

## Neurosurgery

### New Office Visits

E&M Code	Count	Current Fee	Total RVUs	Current Gross Charges	Current Practice Dist. %	National Dist. %	Variance Practice vs. National	Redistributed Count	Redistributed Gross Charges	Charge Delta
99202	0	192.92	2.12	\$0	0.00%	6.60%	0.00%	18	\$3,487	(\$3,487)
99203	3	296.66	3.26	\$890	1.09%	39.69%	-97.24%	109	\$32,262	(\$31,372)
99204	84	443.17	4.87	\$37,226	30.66%	41.82%	-26.69%	115	\$50,776	(\$13,550)
99205	187	585.13	6.43	\$109,419	68.25%	10.96%	522.76%	30	\$17,570	\$91,849
<b>Totals</b>	<b>274</b>			<b>\$147,536</b>	<b>100.00%</b>	<b>99.06%</b>		<b>271</b>	<b>\$104,095</b>	<b>\$43,440</b>

### Established Office Visits

E&M Code	Count	Current Fee	Total RVUs	Current Gross Charges	Current Practice Dist. %	National Dist. %	Variance Practice vs. National	Redistributed Count	Redistributed Gross Charges	Charge Delta
99211	139	60.06	0.66	\$8,348	14.11%	0.67%	2008.42%	7	\$396	\$7,952
99212	225	148.33	1.63	\$33,374	22.84%	12.42%	83.95%	122	\$18,143	\$15,231
99213	65	241.15	2.65	\$15,675	6.60%	48.85%	-86.49%	481	\$116,045	(\$100,371)
99214	321	342.16	3.76	\$109,833	32.59%	32.01%	1.81%	315	\$107,878	\$1,955
99215	235	477.75	5.25	\$112,271	23.86%	6.05%	294.36%	60	\$28,469	\$83,802
<b>Totals</b>	<b>985</b>			<b>\$279,502</b>	<b>100.00%</b>	<b>100.00%</b>		<b>985</b>	<b>\$270,932</b>	<b>\$8,570</b>

21

## Family Practice

### New Office Visits

E&M Code	Count	Current Fee	Total RVUs	Current Gross Charges	Current Practice Dist. %	National Dist. %	Variance Practice vs. National	Redistributed Count	Redistributed Gross Charges	Charge Delta
99202	2	132	2.15	\$263	18.18%	10.92%	66.51%	1	\$158	\$105
99203	1	187	3.05	\$187	9.09%	49.60%	-81.67%	5	\$1,019	(\$832)
99204	5	284	4.63	\$1,418	45.45%	34.65%	31.16%	4	\$1,081	\$337
99205	3	356	5.82	\$1,069	27.27%	4.26%	539.51%	0	\$167	\$902
<b>Totals</b>	<b>11</b>			<b>\$2,938</b>	<b>100.00%</b>	<b>99.44%</b>		<b>11</b>	<b>\$2,426</b>	<b>\$512</b>

### Established Office Visits

E&M Code	Count	Current Fee	Total RVUs	Current Gross Charges	Current Practice Dist. %	National Dist. %	Variance Practice vs. National	Redistributed Count	Redistributed Gross Charges	Charge Delta
99211	8	39	0.64	\$314	1.79%	1.94%	-7.58%	9	\$339	(\$26)
99212	55	78	1.27	\$4,278	12.30%	2.19%	460.66%	10	\$763	\$3,515
99213	132	128	2.09	\$16,898	29.53%	39.40%	-25.05%	176	\$22,546	(\$5,648)
99214	216	187	3.06	\$40,484	48.32%	53.37%	-9.46%	239	\$44,713	(\$4,229)
99215	36	251	4.1	\$9,041	8.05%	3.10%	159.93%	14	\$3,478	\$5,562
<b>Totals</b>	<b>447</b>			<b>\$71,014</b>	<b>100.00%</b>	<b>100.00%</b>		<b>447</b>	<b>\$71,839</b>	<b>(\$825)</b>

Scenario #3

22

Another View  
of the Same  
Report:

Family Practice

#### Global Category Percent

Category Descriptions	National	Practice	Variance
<b>Total Number of E/M Services Calculated</b>		458	
New Office Visits to All E/M Codes	3.13%	2.40%	-23.36%
Established Office Visits to All E/M codes	67.30%	97.60%	45.03%
Initial Hospital Visits to All E/M Codes	1.91%	0.00%	0.00%
Established Hospital Visits to All E/M Codes	8.10%	0.00%	0.00%
Outpatient Consults to All E/M Codes	0.00%	0.00%	0.00%
Inpatient Consults to All E/M Codes	0.00%	0.00%	0.00%
Emergency Department Services to All E/M Codes	1.79%	0.00%	0.00%
Comprehensive Nursing Home Visits to All E/M Codes	1.08%	0.00%	0.00%
Subsequent Nursing Home Visits to All E/M Codes	6.46%	0.00%	0.00%
<b>Category Summary</b>			
All Office Visits to All E/M Codes	70.43%	100.00%	41.99%
All Hospital Visits to All E/M Codes	10.01%	0.00%	0.00%
All Consults to All E/M Codes	0.00%	0.00%	0.00%
All Nursing Home Visits to All E/M Codes	7.54%	0.00%	0.00%

23

## Consider the Neurosurgery Practice

#### Global Category Percent

Category Descriptions	National	Practice	Variance
<b>Total Number of E/M Services Calculated</b>		1,259	
New Office Visits to All E/M Codes	25.27%	21.76%	-13.88%
Established Office Visits to All E/M codes	49.64%	78.24%	57.59%
Initial Hospital Visits to All E/M Codes	9.72%	0.00%	0.00%
Established Hospital Visits to All E/M Codes	12.75%	0.00%	0.00%
Outpatient Consults to All E/M Codes	0.02%	0.00%	0.00%
Inpatient Consults to All E/M Codes	0.01%	0.00%	0.00%
Emergency Department Services to All E/M Codes	0.49%	0.00%	0.00%
Comprehensive Nursing Home Visits to All E/M Codes	0.03%	0.00%	0.00%
Subsequent Nursing Home Visits to All E/M Codes	0.14%	0.00%	0.00%
<b>Category Summary</b>			
All Office Visits to All E/M Codes	74.91%	100.00%	33.49%
All Hospital Visits to All E/M Codes	22.48%	0.00%	0.00%
All Consults to All E/M Codes	0.02%	0.00%	0.00%
All Nursing Home Visits to All E/M Codes	0.17%	0.00%	0.00%

24



25

YOU should know  
the benchmarks  
of the specialty  
BEFORE and  
DURING the  
audit!

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Knowing your benchmarks  
help you know expectations  
and when things don't meet  
the "smell test"



26

## Know Benchmarks of the specialty BEFORE and DURING the audit!

- Kasey is performing an audit of a new provider group that is merging into their practice. Kasey has been a compliance analyst for this hospital group now for 3 years, and they have always had family practice, internal medicine, some FQHC/RHC practices, and even a few pediatric practices under the umbrella. They are now purchasing an OB/GYN practice that has 10 providers and Kasey has been tasked with reviewing the current E&M trends of the group.
  - Question #1- what is the “go-to” code (established) that Kasey is used to seeing for the FP and IM practices, if they are “on-point” with the benchmarks?
    - 99213: 38%
    - 99214: 54%
  - Question #2- do you think this will be the same within the OB/GYN space?
    - 99213: 54%
    - 99214: 28%

27



28

# Benchmark Utilization Specialty Index

## 76 Specialty Listings

Addiction	Allergy/Immuno	Anesthesia Ass.	Anesthesiology	Audiologist (ind)	Cardiac Elect.
Cardiac Surgery	Cardiology	CCNS	CNW	Chiropractic	Clinical Psycholo
Clinical SW	Colorectal Sx	Intensivists	CRNA	Dermatology	Dx Radiology
Emergency Med	Endocrinology	Family Practice	Gastro	General Practice	General Surgery
Geriatric Med	Geriatric Psych	Gyn/Onc	Hand Sx	Hematology	Hem/Onc
Hospice/Palliative	Hospitalist	Infectious Dx	Internal med	Interven. Cardio	Maxillofacial Sx
Medical Onc	Nephrology	Neurology	Nuclear Med	NP	OB/GYN
Occ Thx	Ophthalmology	Optometry	Oral Sx	Orthopaedic Sx	Osteo Man Thx
Otolaryngology	Pain	Pathology	Pediatric Med	PVDx	Phy Med- Rehab
PT Thx	Phys Assistant	Plastics	Podiatry	Preventive Med	Psych
Psychologist (ind)	Pulmonary	Rad Onc	Reg Dietician	Rheumatology	Sleep Med
Speech Path	Sports Med	Sx Onc	Thoracic Sx	Urology	Vascular Sx

29

## Comparison Charts

Comparing provider specialty types of data can be a great way to educate and show complexity changes in level of service expectations.



30

# Comparative Review: Inpatient Services

## Hospitalist

Initial Hospital Visits		
E&M Code	Total RVUs	National Dist. %
99221	2.86	4.02%
99222	3.86	20.54%
99223	5.7	75.44%
<b>Totals</b>		<b>100.00%</b>

Subsequent Hospital Visits		
E&M Code	Total RVUs	National Dist. %
99231	1.11	3.65%
99232	2.05	54.60%
99233	2.93	41.74%
<b>Totals</b>		<b>100.00%</b>

## Intensivists

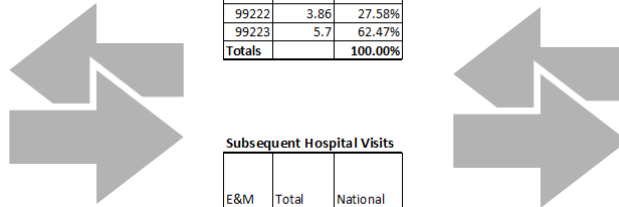
Initial Hospital Visits		
E&M Code	Total RVUs	National Dist. %
99221	2.86	9.95%
99222	3.86	27.58%
99223	5.7	62.47%
<b>Totals</b>		<b>100.00%</b>

Subsequent Hospital Visits		
E&M Code	Total RVUs	National Dist. %
99231	1.11	4.40%
99232	2.05	41.57%
99233	2.93	54.03%
<b>Totals</b>		<b>100.00%</b>

## Infectious Disease

Initial Hospital Visits		
E&M Code	Total RVUs	National Dist. %
99221	2.86	5.77%
99222	3.86	43.19%
99223	5.7	51.04%
<b>Totals</b>		<b>100.00%</b>

Subsequent Hospital Visits		
E&M Code	Total RVUs	National Dist. %
99231	1.11	5.93%
99232	2.05	67.25%
99233	2.93	26.82%
<b>Totals</b>		<b>100.00%</b>



31

## General Surgery

New Office Visits		
E&M Code	Total RVUs	National Dist. %
99201	1.29	1.72%
99202	2.15	11.61%
99203	3.05	41.87%
99204	4.63	35.26%
99205	5.82	9.54%
<b>Totals</b>		<b>100.00%</b>

Established Office Visits		
E&M Code	Total RVUs	National Dist. %
99211	0.64	1.34%
99212	1.27	17.86%
99213	2.09	49.58%
99214	3.06	26.31%
99215	4.1	4.91%
<b>Totals</b>		<b>100.00%</b>

## Gastroenterology

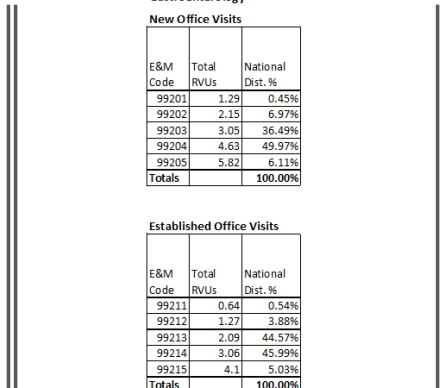
New Office Visits		
E&M Code	Total RVUs	National Dist. %
99201	1.29	0.45%
99202	2.15	6.97%
99203	3.05	36.49%
99204	4.63	49.97%
99205	5.82	6.11%
<b>Totals</b>		<b>100.00%</b>

Established Office Visits		
E&M Code	Total RVUs	National Dist. %
99211	0.64	0.54%
99212	1.27	3.88%
99213	2.09	44.57%
99214	3.06	45.99%
99215	4.1	5.03%
<b>Totals</b>		<b>100.00%</b>

## Internal Medicine

New Office Visits		
E&M Code	Total RVUs	National Dist. %
99201	1.29	0.42%
99202	2.15	4.61%
99203	3.05	28.66%
99204	4.63	50.94%
99205	5.82	15.38%
<b>Totals</b>		<b>100.00%</b>

Established Office Visits		
E&M Code	Total RVUs	National Dist. %
99211	0.64	2.27%
99212	1.27	2.26%
99213	2.09	37.21%
99214	3.06	53.47%
99215	4.1	4.78%
<b>Totals</b>		<b>100.00%</b>



# Comparative Review: Office Services

32

## Questions?

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