



## Working Better with Simple Visit Coding

An Organization leverages simple visit coding (SVC) to maximize coding efficiency and reduce coder workload.

# Executive Summary

## Epic's Revenue Cycle

The healthcare organization was deploying Epic's Revenue Cycle modules to its remaining 12 facilities (12 facilities were already live on the full Epic suite of modules.) In addition to the organization's goal to successfully implement the new modules; leadership was determined to minimize disruption to AR during Go-live. Furthermore, leadership desired to accelerate AR by focusing on their decreasing CFB amidst subsequent Go-lives. For the Coding department, this required the expansion of Epic's Simple Visit Coding (SVC) functionality to reduce coder "touches" and maximize coding productivity.

664K Accounts Successfully "Auto-Coded" by SVC

Estimated \$1M  
Savings due to FTE  
Offset

## Results of the Engagement

- Over 664K accounts successfully "auto-coded" by SVC (meaning that no coders needed to code the account prior to bill drop), resulting in a 70% Success Rate (Coding Status set to Complete by SVC and therefore requiring no coder intervention)
- An estimated 12 FTEs saved by allowing SVC to auto-code accounts<sup>1</sup>
- An estimated \$1M savings due to FTE offset<sup>2</sup>

# About the Client

The healthcare organization is comprised of 23 hospitals and hundreds of clinics, urgent care, and medical center locations.

## The Challenge

In order to successfully adopt the change of a new Revenue Cycle EMR suite of products while reducing CFB and accelerating AR, the organization knew it must find ways to allow coders to focus on more complex and high dollar accounts without entirely relying on mandated overtime and contract coders.

## The Objective

The key objective was to keep coders coding what they truly needed to code, while getting more accounts, not requiring coder intervention, out the door in a shorter time frame.



# How We Helped

## STEP 1

### The Approach

The Wilshire Group provided expertise to help scope, build, test, and deploy SVC. We partnered with the organization to discuss opportunity areas to implement this functionality-key focuses were on account complexity, “upstream” workflow adherence, and watch points, departmental specialties/services, etc.

## STEP 2

### The Research

The organization lent key insight on coding compliance/guidelines, CPT and service/specialty expertise, and organizational knowledge about clinical, registration, and scheduling, and other ancillary workflows and integration points. By combining these knowledge areas, the client developed a comprehensive and calculated SVC scope. The Wilshire Group developed a framework to thoroughly test, implement, and proactively and retroactively test the success of the new SVC deployment.

## STEP 3

### The Solution

In order to provide increased transparency and facilitate future reporting and process improvement initiatives. The Wilshire Group provided a customized setup to uniquely track every account that underwent SVC. This customization facilitated troubleshooting and inter-departmental follow-up (allowing Coding operations to discuss “upstream” workflow issues) by associating each account with a subcomponent of SVC scope-e.g. differentiating Lab from Path from Neurology from Diagnostic Radiology/etc.

# Results

## Wilshire-Driven Outcomes

In addition to the aforementioned quantitative results and benefits, due to the forethought given to the custom configuration along with the deployment methodology, the organization was able to effectively test and iteratively deploy SVC via a “bucketed” approach. The implementation resulted in a successful partnership between Coding Operations and IT, allowing for more efficient and timely troubleshooting and scope alteration required to maximize SVC efficacy. Furthermore, this process fostered and enhanced working relationships between departmental leadership. Each leader understood the importance of their workflow adherence due to its impact on the success of SVC. This increased communication and cooperation between these departments and Coding leadership.

# Why Wilshire Works

## Expertise. Partnership. Results.

The success of this project highlights why The Wilshire Group is a trusted partner for organizations seeking to elevate their patient access and front-end revenue cycle performance. With deep industry expertise, a collaborative mindset, and a commitment to measurable outcomes, Wilshire delivers tailored strategies that drive operational efficiency, financial improvement, and a better patient experience. Our ability to quickly assess complex challenges, engage cross-functional teams, and implement sustainable solutions makes us uniquely positioned to support healthcare organizations navigating change. Whether optimizing call center workflows, streamlining financial clearance, or advancing estimate automation processes, The Wilshire Group brings the insight, structure, and hands-on support needed to turn strategic goals into lasting results.

## Thank you, Let's Chat!

Your solution needs a personal touch. Good thing we're personal people. Reach out and talk to a real person.

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