# MLZ CODING, LLC

## OUR STORY

Marjorie Zink began her coding career 25 years ago. Having the privilege and opportunity of working with many leaders within the emergency medicine coding field she always dreamed of running her own coding company. Not just running a coding company but being able to create a company that would provide meaningful employment opportunities for her colleagues, friends, and relatives in the Philippines, where she grew up, but also preserve high quality services in the US. The idea grew legs in the middle of 2011 when many companies were beginning to consider and further investigate off shore coding opportunities. The Philippines was identified as a target population due to favorable education, work ethic values, training and a suitable information system infrastructure. This sparked Marjorie's enthusiasm and in 2015 she finally had the opportunity to partner in developing what is now MLZ Coding, LLC. The company has both US-based and Philippines-based coders with current annual capacity of 700,000 charts. All coders have some type of medical background (nursing, medical terminology etc.) and have been trained using the rigorous MLZ Coder Training Curriculum™. In 2017 Dan Kirkpatrick through his consulting company, Partners in Improvement, joined Marjorie to grow the company and create a revenue cycle management focus and problem solving methodology to supplement the existing coding services. The company cross-utilizes its US and Philippines divisions to meet unique client needs. All Philippines-based services are supervised and QA-ed to the same standards as the US-based services.

## HOW WE TRAIN

Marjorie, with Lisa Floyd, has formalized the MLZ coding curriculum utilizing best practices in proven training approaches from her many years as a certified coder. Rigorous training on medical terminology, real time chart reviews and utilization of ICD10 and CPT manuals create a robust and current approach assuring a strong foundation from which coders evolve. Coders are 100 percent reviewed for at least the first 90 days until a minimum level of competency is demonstrated. After that at least a 10 percent chart review quality assurance program is conducted concurrently. Any outliers result in increased percentage of chart review up to 100 percent review. The rigor of this QA process is strong and results in improved customer service.

## HOW WE INTERFACE WITH OUR PARTNERS

Dan Kirkpatrick has over 35 years' experience as a hospital administrator and consultant. Dan together with Lisa Floyd do the majority of hospital and physician practice interface. Dan and Lisa's deep knowledge in revenue cycle management, hospital operations, and physician practice operations allow them to successfully identify and assist in solving problems concurrently with our clients. This value-added service sets MLZ Coding apart as a leader in truly being a revenue cycle management partner for our clients, which results in imporved revenues. Standardized reporting and routine client conference calls create a forum of open and transparent information exchange allowing more successful problem solving.

**ASSURANCE OF REGULATORY COMPLIANCE**

MLZ Coding has adopted a comprehensive compliance program which is part of every coders' onboarding process and part of their routine quality assurance.  New coding updates either from CMS or managed care companies are incorporated into a standard and routine communication interchange with all of our coders. Furthermore, checkoffs and competency demonstration is required for any updated information or changes in protocols.

**PRICING**

**Facility coding** ranges from $2.00 to $4.50 (depending on ICD10 coding, charge entry, procedure entry and level of QA required by the client).

**Emergency medicine professional services coding** - $0.70 per chart to $1.50 per chart (depending on interface, ease of extracting concurrent data, turnaround demands of the client and data entry).

**Hospitalist coding** - $0.85 per encounter to $1.75 (depending on access and data entry requirements).

We welcome the opportunity to partner with you and understanding your needs and determining if we can be a proven solution to assist you.

**REFERENCES**

Mike Drinkwater, President, Martin Gottlieb & Associates

904-421-8017  miked@gottlieb.com

Craig Deitch, President, Blitz Medical Billing

214-938-1426  craig@bmb.solutions

Debbie Voll, President, Advanced Healthcare Associates

440-250-7345  dvoll@advancedinohio.com