



Coding Consultant Tina Napora Saves Time, Increases Productivity, and Offers Improved Client Services by Switching to Ingenix EncoderPro.com

Challenges

Tina Napora, a Certified Professional Coder coding consultant and owner of BBC Services has more than 25 years of coding and consulting experience. She has taught medical billing for 10 years and developed the curriculum for a vocational school's medical insurance billing program.

Napora consults for multiple physicians in different states, and needs to be able to easily find the latest Medicare policy information for multiple states. She wanted more sophisticated and automated tools than those she was using, such as for quickly and easily finding Medicare reimbursement rates for individual hospitals.

Results

Napora found that EncoderPro.com has saved time, improved her efficiency, and helped her deliver improved services to her clients.

"I work with a wide range of physicians, and EncoderPro.com is ideal for that. Before using EncoderPro.com, I would spend hours looking up a policy for Medicare in whatever state I needed information for, and I deal with a lot of states. I can pull that information up instantly in EncoderPro.com, and so it saves me many hours of research."

In addition, physicians sometimes ask her about the reimbursement rates that specific hospitals receive from Medicare, and she is able to quickly provide them with that information — which helps differentiate her from the competition.

Napora also consults for medical device companies, and using EncoderPro.com, she can easily put together booklets for them that include the CPT and ICD-9 codes that are applicable for Medicare reimbursement for their devices.

In addition, EncoderPro.com creates professional-looking PDF reports, such as compliance checks, that she provides to customers. "They're very professional-looking reports, which reflects well on me," she says.

Napora recommends EncoderPro.com and Ingenix and concludes, "EncoderPro.com is the best tool you can find, and Ingenix really stands behind their product. Their support has been phenomenal—they take your concerns seriously and act quickly on them."

About Ingenix

Ingenix delivers intelligence for health care, uniting the brightest minds to improve health care through information and technology. Ingenix serves more than 250,000 diverse health care clients, including insurance companies, federal/state agencies, pharmaceutical and biotech firms, Fortune 500 enterprises, hospitals, and physicians within the health care community. For more information about Ingenix and its products and services, please visit ingenix.com.

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"The transition to Ingenix EncoderPro.com was simple and seamless. It offers me more features than my previous solution, saves me time, and leads to more satisfied customers as well. I work for many different clients, and it's an ideal solution for that."

Tina Napora, coding consultant and owner of BBC Services

Solution

Ingenix EncoderPro.com, a web-based code lookup tool for all CPT, HCPCS, and ICD-9-CM code sets and Ingenix and Medicare coding guidelines.

Benefits

- EncoderPro.com's automated lookup tools save many hours of research every week, increasing productivity.
- EncoderPro.com's compliance checking ensures that Medicare guidelines for each state are correctly followed.
- EncoderPro.com creates professional-looking PDF reports, such as compliance checks, for customers.