

Maximizing Accuracy and Efficiency in Home Health Coding

A Case Study on the DecisionHealth Home Health Coding Center



Company Background

HealthRev Partners empowers home health, hospice, and palliative care agencies nationwide to achieve predictable, sustainable revenue through high-performance revenue cycle management solutions.

Overview

With coding regulations and compliance rules in home health and hospice constantly evolving, professionals need reliable tools to maintain both accuracy and efficiency. DecisionHealth's Home Health Coding Center is designed to do just that—streamlining workflows, simplifying complex coding scenarios, and supporting coders with real-time updates and guidance.

As Stephanie Donato of HealthRev Partners puts it, *"DecisionHealth's Home Health Coding Center is considered the coding Bible in this industry. There is no other resource that I would trust."* This level of trust speaks to the platform's authority and reliability in a high-stakes field where accuracy directly impacts reimbursement and compliance.

In this Q&A-based case study, we speak with two seasoned experts from HealthRev Partners—Stephanie Donato and Tina Bursey—who share firsthand how the Home Health Coding Center has become an indispensable part of their daily coding operations.

Who:



**Stephanie Donato, RN,
HCS-O, HCS-D**
Manager of Clinical
Operations



**Tina Bursey, RN,
HCS-O, HCS-D**
Manager of Clinical
Operations



How has the Home Health Coding Center helped improve your coding accuracy?

Tina Bursey:

The Coding Center has helped tremendously with coding accuracy. It breaks down complex coding scenarios in ways that are easy to understand. Features like the Excludes 1 and Excludes 2 notes are clearly displayed, which reduces the chance of errors. I also appreciate the group notes functionality, which allows agencies to add their own comments for specific codes—great for consistency across teams.



Can you share an example where the Home Health Coding Center helped clarify a complex coding scenario?

Tina Bursey:

One that stands out is related to a catheter-associated UTI. The Home Health Coding Center reminded me that the best practice is to use the **T83** code for the complication, **N39.0** for the UTI itself, and also to code the organism. Without that clear guidance, it would have been easy to miss crucial elements.

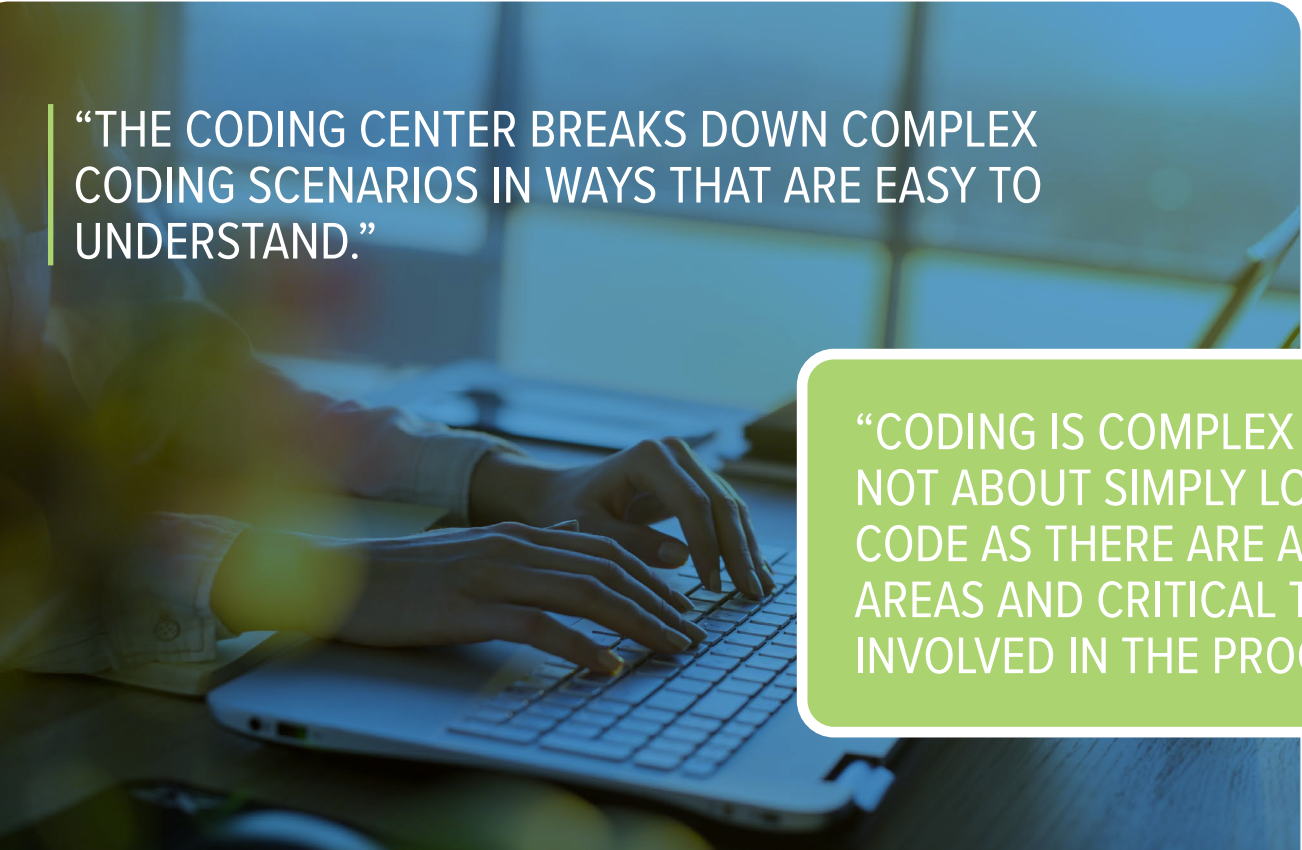


Was it a challenge to switch from traditional coding resources to the online tool?

Stephanie Donato:

Some team members were initially hesitant—they were attached to their physical coding books. But after a brief tutorial and hands-on demo, they quickly saw how much more efficient the Coding Center is.

The fact that you also offer free training sessions and periodic webinars helped ease that transition.



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“CODING IS COMPLEX AND IT’S NOT ABOUT SIMPLY LOOKING UP A CODE AS THERE ARE A LOT OF GREY AREAS AND CRITICAL THINKING IS INVOLVED IN THE PROCESS.”



What makes the Home Health Coding Center stand out from other coding tools?

Stephanie Donato:

First, the layout—organized by five key categories: **Alphabetic Index, Tabular List, Drugs & Chemicals, Neoplasms, and External Causes**—makes code lookup intuitive. Coding isn't just about matching words to codes; it's about understanding nuances, and this platform supports that level of critical thinking. There is no other resource that I would trust.

Tina Bursey:

I completely agree. I've been using DecisionHealth tools for over 11 years. I started with the ICD-10 Coding Manual and eventually transitioned to the online Coding Center. The move has been a game-changer—it's dramatically improved both my accuracy and efficiency. Honestly, I can't imagine going back to the old way of coding.



How has the Home Health Coding Center influenced your daily workflow?

Tina Bursey:

It's part of my daily routine. The Coding Center helps me to work efficiently and promotes accuracy. I always have it open alongside other critical tabs. Whether I'm coding, performing QA, or assisting a client, I rely on the Home Health Coding Center every single day.



How does the Home Health Coding Center support OASIS assessments?

Tina Bursey:

The Home Health Coding Center is especially valuable when completing OASIS assessments. The item intent and item-specific instructions sections offer clear, concise guidance to ensure accurate responses. Additionally, the OASIS articles and CMS Q&As are excellent resources, often providing answers to complex or previously encountered questions. One of the most useful features is the quick dropdown guidance available under each specific item. For instance, with GG0170L, hovering over "response 1" reveals that if a patient requires two helpers, the correct selection is always "1." This instant, in-context clarification eliminates the need to search through lengthy manuals and greatly streamlines the documentation process.

"DECISIONHEALTH'S HOME HEALTH CODING CENTER HAS IMPROVED ACCURACY BY HELPING US FIGURE OUT COMPLEX CODING SCENARIOS."

**Has the tool helped you stay current with coding changes and OASIS updates?****Stephanie Donato:**

Absolutely. I rely on the Home Health Coding Center for timely updates and breaking news that keep me informed of the latest coding and OASIS guidance. One of the ways I stay current is by completing the monthly *Diagnosis Coding Pro* newsletter quiz, which also helps me earn CEUs toward my HCS-D certification. In addition, the Coding Center's regularly updated articles and expert Q&As ensure I have access to the most accurate and up-to-date information available—something necessary for accuracy in the industry.

**Which customized tools within the Coding Center have been most valuable?****Tina Bursey:**

I use several:

- PDGM Calculator
- Value-Based Purchasing Adjustment icons
- Comorbidity Adjustment Lookup
- OASIS Articles
- Tips & Tricks training

“THE FEATURE I LIKE BEST IS THE INTERACTIVE SCENARIOS, IF YOU LEARN BEST BY DOING THIS WILL BE YOUR BEST OPTION”

These tools are practical for client conversations and ensure we capture the patient's status accurately for optimal reimbursement.

**Do you use the Home Health Coding Center for training or professional development?****Stephanie Donato:**

Yes, I use the Home Health Coding Center regularly for both training and ongoing professional development. The Ask the Expert section is one of my go-to resources—it provides real-world scenarios and answers to complex questions that often mirror challenges I face in the field. I also find the Tool of the Month and the interactive scenarios incredibly valuable. These scenarios are especially useful for hands-on learners because they simulate actual coding situations, allowing users to actively work through the logic behind coding decisions. In addition, the on-demand webinars and other training materials make it easy to stay current and continue growing my coding and OASIS knowledge at my own pace.

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How would you describe your experience with Coding Center customer support and your sales rep?

Tina Bursey:

Phenomenal. Every interaction has been professional and prompt—10 out of 10. When I had a question about changing reviewer status and educational resources, our rep Elizabeth responded quickly with everything we needed.



Would you recommend the Home Health Coding Center to other professionals in the industry?

Stephanie Donato:

Absolutely. I would highlight:

- Increased efficiency and productivity
- Deeper understanding of coding and OASIS
- Improved coding accuracy
- Optimized reimbursement outcomes

Conclusion

As home health and hospice coding grows more complex, the *Home Health Coding Center* remains a critical tool for accuracy, compliance, and training. With robust decision-support, real-time updates, interactive tools, and dedicated support, it's no wonder seasoned professionals like Stephanie and Tina rely on it every day. Whether you're new to the field or an experienced coder, the Home Health Coding Center has the tools to elevate your workflow and accuracy.



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