

Coding Query Moves to 7-Day Suspension

Situation: Unanswered coding queries continue to be the largest component of the provider documentation holds on the Discharged, Not Final Billed (DNFB) accounts.

Background: Currently, unanswered coding queries are eligible for suspension under the **15-day** delinquency workflow.

Assessment:

- Improvement in timeliness of coding query responses has not been realized with the **15-day** suspension process.
- Simultaneous APP and Attending assignment of coding queries have not improved DNFB results.

Recommendation:

- As approved by system CMOs and enterprise HIM, to mitigate the DNFB impacts, Coding and HIM operations will decrease the suspension eligibility criteria for the deficiency from **15-days** to **7-days**.
- Providers with 1 or more unanswered coding queries 7-days past the assignment date will qualify for weekly suspension.
- **Queries will be validated by Coding for accuracy & assignment prior to the provider suspension.**
- Suspension cadence will remain the same:
 - Warnings will be sent on Thursday.
 - Suspensions will be in place on the following Wednesday.
- [Click here to review a printable PDF of the SBAR referenced above.](#)