



Keeping up with COVID-19

Webinar Series

Q&A

April 23, 2020

Journey to Virtualization in the Health Care Revenue Cycle

Q. When should we append modifier CR?

A. Modifier CR can be applied to any part B COVID-19 related testing, evaluation or treatment. It is valid to use the CR modifier for the evaluation to determine whether COVID-19 testing is warranted, even if the evaluation determines that the testing is not required. There is much more information available on COVID-19 related coding on our [COVID-19 Portal](#). This would be the best place to get complete information.

Q. For security or IT issues, would it be better to have the company provide laptops or use personal laptops?

A. nThrive has a bring your own device (BYOD) policy to enable our "work from anywhere" strategy. We utilize technology, including but not limited to Disk Encryption, Conditional Access Policies, Intune (MDM), to ensure the Data and the Endpoint (Corporate or Personal owned) is protected at all times while accessing company resources.

Q. How do you measure production for remote workers now?

A. Production for remote workers is measured through their interaction with software tools used to complete their job function. In reality, productivity measurement is not different for remote workers than for onsite workers. Each worker's productivity is measured through reporting that tracks work product (patients scheduled/registered, encounters coded, claim edits resolved, account follow-up actions completed, etc.). A key component for productivity is accurate, timely production metrics by colleague. Here at nThrive we have built out reporting through our Analytics platform for colleague productivity which streamlined moving colleagues remote.

Q. What was the biggest challenge nThrive encountered going through your virtual transformation?

A. The biggest challenge was not accepting that we were "done" with the journey. Continually re-examining our conclusions to identify the limiting factors that were preventing remote work was difficult to maintain once we had reviewed a process. However, exploring new ways of thinking about process requirements and evaluating new partners that had the ability to further enable virtual work in our organization has yielded further results.

Q. What lessons learned did you uncover? What would you do differently?

A. Consolidating communication and collaboration software platforms earlier in the process would have ensured a smoother transition for some of our colleagues. During a transition from onsite to remote work is not the time for colleagues to be learning a new software or communication/collaboration process.

Q. Do you recommend training our leadership team and managers in order to learn skillsets to operate in a virtual environment?

A. Absolutely. As part of the overall communication plan, providing resources and learning paths are key to virtualization. We recommend considering training for managing a virtual workforce, time management and leading/working in challenging times to name a few. To meet this need, our nThrive Education team will release a new video course soon that focuses specifically on telecommuting. In addition, training for company tools like Zoom/O365/Teams/Skype should be considered to help maintain the desired levels of productivity.