

Harnessing the Power of NLP for Retrospective Coding

Presented By:

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 - To submit a question to the presenters any time during the event;
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Objectives

- How will using an NLP help with accuracy and productivity
- What will the role of the coder be now that NLP is being utilized more
- How to improve the accuracy of an NLP
- Why an NLP will never replace the need for coders and auditors
- What are some of the challenges of using an NLP

What is NLP?

- NLP – Natural Language Processing
- The Basics
 - NLP is a form of Artificial Intelligence (AI).
 - It comes in various forms such as speech recognition and text generation.
 - NLP allows computers to interpret information for humans to process



Poll

What is your biggest concern with using an NLP?

- A. Not enough information on NLP
- B. The fear of overcoding
- C. The fear of undercoding

NLP and Accuracy

- Pros
 - The ability for the NLP to locate conditions possibly missed by coders
 - Coding to the highest specificity
 - Recognize conditions that are not as well known by coders
- Cons
 - The NLP may mark some conditions that are stated as 'ruled out'
 - The NLP may mark conditions with negative statements
 - The NLP will have to be 'taught' in the beginning

NLP and Productivity

- Pros
 - The ability to work more efficiently through charts.
 - Large amounts of data can be processed quickly
- Cons
 - The NLP may have missed something, and the coder will need to spend more time looking for the correct code capture.
 - Depending on the system setup, coding may 'slow down' initially

Poll

How do your coders feel about NLP and their jobs?

- A. Nervous due to fear of job loss
- B. Excited because the NLP will help them to better perform
- C. They don't know anything about NLP

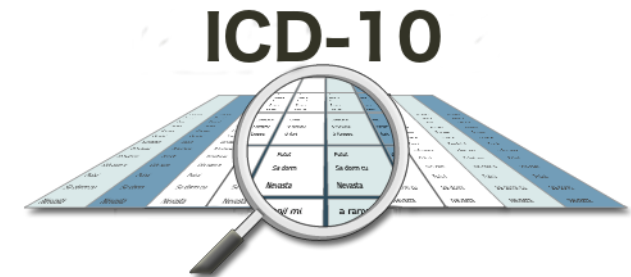
What is the role of the coder?

- The coder will now be a form of an auditor
 - Will need to review what the NLP is recommending
 - Will need to possibly add codes not captured by the NLP
 - Will need to change codes captured by the NLP



How will the NLP Improve Accuracy

- NLPs can be configured to the coding parameters
 - Medicare, Commercial, Medicaid
 - Company specific guidelines
- The ability to educate staff
- Real-time data for a quick turn-around to improve accuracy



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Why NLP will never replace humans

- The documentation will need to be reviewed for possible errors.
 - Auditors will need to complete a full review after charts have moved through the NLP
- An NLP cannot process all documentation
 - Examples
 - Handwritten documentation
 - Image degradation
 - System limitations

What are the challenges?

- Cost
- Set up
- Configuration
- Testing



Resources

SAS

https://www.sas.com/en_us/insights/analytics/what-is-natural-language-processing-nlp.html

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