



## CASE STUDY: Preparing for Unwelcome Scrutiny in Behavioral Health Settings

**Engaging a neutral, third-party organization for claims review and auditing improves outcomes during investigations.**



### SUMMARY

In psychiatric services, bad outcomes can be tragic. While families, and sometimes news organizations, look for simple answers, the truth can be complex. Sadly, not all tragic outcomes can be avoided. Defense can be difficult, especially in the face of public controversy. But, these critical facilities deserve to have an unbiased review and, if needed, support to improve practices to continue their missions of serving those who struggle with significant mental and behavioral health conditions. LW Consulting, Inc. (LWCI) has provided litigation support services under the direction of health law attorneys that have resulted in settlement outcomes with significant mitigation of damages.



### CRITICAL FINDINGS

- Allegations of billing for services not performed due to poor documentation
- Questions regarding standards of nursing care
- Lack of specificity of treatment plans
- Unclear discharge planning practices



### SOLUTIONS

LWCI has supported multiple behavioral health clients in improving provider documentation. By using a multi-pronged approach that includes new templates, training, and follow-up support, the quality of documentation dramatically improved, both in length and specificity. These positive effects were especially evident in individualized documentation to support participants in group therapy sessions. Once documentation improved, facility administration was better equipped to implement new policies and procedures, including ongoing individualized training plans to safeguard against reverting to negative habits.

### AT A GLANCE

#### Time Frame

- Based on litigation timelines

#### Organization Details

- Inpatient Psychiatric Hospital
- Partial Hospitalization Programs
- Outpatient Services
- Office Visits

#### Outcomes

- In settlement with the Department of Justice (DOJ), financial damages were significantly mitigated.
- Denials were overturned for some claims.
- Denied services were appealed up to an Administrator Law Judge (ALJ) level.

### About LW Consulting, Inc.

LW Consulting, Inc. is a recognized leader in providing reimbursement, operational, and clinical consulting solutions across the full continuum of healthcare delivery.

We also provide interim staffing for post acute care providers.

We are an Independent Review Organization performing audits under CIAs and an expert resource to providers, attorneys, and government agencies in ensuring organizations meet the myriad of guidelines, requirements, and statutes that regulate the delivery of healthcare services.