**Coding Question Policy Process Flow**

- **Provider has a coding question**
- **Coder has a coding question**
- **Administrator has a coding question**
- **Revenue Cycle Leadership has a coding question**

**Question is sent directly to Compliance**

- **Compliance determines if the question has been addressed w/ the Coder Educator?**
  - **Yes**
    - **Has the question been addressed w/ Coder Educator?**
      - **Yes**
        - **Compliance provides the response sighting supporting policies, procedures, and/or coding guidelines in writing via e-mail**
      - **No**
        - **Compliance sends question to Compliance via e-mail**
          - **Can Compliance Answer the Question?**
            - **Yes**
              - **Compliance answer stands**
            - **No**
              - **Compliance researches the question**
                - **Can Compliance Answer the Question?**
                  - **Yes**
                    - **Compliance answer stands**
                  - **No**
                    - **Compliance queries UT Medicine systems, Medicaid, Medicare and/or Trailblazer**
                      - **Compliance provides weekly updates until a response is received**

- **No**
  - **Compliance sends question to the Coder Educator**
    - **Can Coder Educator answer the Question?**
      - **Yes**
        - **Coder Educator provides a response sighting supporting policies, procedures, and/or coding guidelines in writing via e-mail**
      - **No**
        - **Coder Educator sends question to Compliance via e-mail**
          - **Compliance researches the questions**
            - **Can Compliance Answer the Question?**
              - **Yes**
                - **Compliance answer stands**
              - **No**
                - **Response Time – 2 Weeks with Updates Provided Every 5 Business Days**

- **Response Time – 1 to 2 Business Days**

**All responses must be formulated on a Coding Request Form and sent via e-mail**

**All responses should be gathered by the Coder Educator and provided to the entire provider group at Grand Rounds or Faculty Meetings**

**Is response agreed with?**

- **Yes**
  - **Coder Educator’s response stands**
- **No**
  - **Compliance response stands**