Better RCM. Better collections, claims, cash.

Legacy PM Lacked Robust RCM

“Our legacy PM system did not have RCM tasking integrated into its functionality,” said Elisabeth Duhon, director, revenue cycle management, IASIS Healthcare (IASIS). “We knew we required a better revenue cycle management process in order to generate continuous improvement in our RCM procedures.” Duhon said the integrated RCM functionality in the NextGen® Practice Management (NextGen PM) system helps IASIS staff more easily and effectively work RCM tasks.

NextGen RCM Services Takes Implementation Lead

The synergy between the NextGen PM software platform and the NextGen RCM Services team was apparent to IASIS from the very start of the relationship with NextGen RCM Services.

“The ability to get people who are intimately familiar with the NextGen platform and can parlay that knowledge into helping us achieve specific objectives was key,” said Jay Simmons, director, physician information services, IASIS. “Without the help of NextGen RCM Services I probably would have had to triple my staff to do the cutover.”

95-98% Clean Claims Accelerate Cash Flow

“We were doing well with our clean claims rate before we partnered with NextGen RCM Services,” Duhon explained. “But NextGen RCM (Services) helped us take our clean claim rate to the next level – helping us increase our rate by more than 20 percent.”

Once each IASIS physician clinic generates a patient’s administrative data, NextGen RCM Services takes over for outbound statements, claims, appeals, and collections. A robust tasking function is integrated into the NextGen PM software which helps ensure staff follows through with critical RCM and cash flow procedures.

IASIS Healthcare
Franklin, TN

Profile

• Approx. $2.6 billion annual net revenue and nearly 14,000 employees
• Privately held, founded in 1998, 19 acute care hospitals, one behavioral health facility
• Several outpatient facilities; more than 160 physician clinics

Business Problem

• IASIS Healthcare (IASIS) was looking to improve upon its revenue cycle, billing, and claims by upgrading the expertise and service it was receiving from its RCM partners
• The RCM expertise and service IASIS was receiving did not produce the desired results

An Integrated Solution

• NextGen® Practice Management (NextGen PM)
• NextGen® Ambulatory EHR
• NextGen® Revenue Cycle Management (NextGen RCM)

Benefits

• Up to 33% cleaner claims in one year
  - PPHS1 20%
  - PGA2 22%
  - PGL3 16%
  - PGF4 33%
• Reduced claim denials up to 9% in one year FY2011/FY2012
• Increased cash collections an average of 42.7%
  - 1 PPHS – Permian Premier Health Services [Texas]
  - 2 PGA – Physician Group of Arizona
  - 3 PGL – Physician Group of Louisiana
  - 4 PGF – Physician Group of Florida

nextgen.com
“The workflow tasking in NextGen Practice Management is very easy to use,” Duhon explained.

“The ability for our clinic folks to talk directly to NextGen RCM Services on a weekly or bi-weekly basis is a big advantage for us,” Simmons explained. “There’s not much, ‘Let me get back to you on that.’ They take care of business right away and they report very well.”

Secure RCM Communications Portal for Clinics

As the partnership with IASIS physician clinics grew, NextGen RCM Services in St. Louis created a secure portal for IASIS clinics to ask specific RCM questions. “This special feature of our partnership allows our clinics to ask very direct questions so that the best solution can be found quickly,” Duhon noted.

“NextGen RCM Services increased our clean claim rate more than 20 percent.”

Elisabeth Duhon, Director
Revenue Cycle Management
IASIS Healthcare

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Results Worth Sharing

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Revenue Cycle Management
IASIS Healthcare

Take the Next Step:
Contact us to find out how we can help you. 855-510-6398