NextGen RCM Services

Billing, collections, and claims services

Focus on care. Thrive.
Improve financial performance. Thrive.

Your organization’s ability to evolve with changing demands, regulations, and care models determines your success—from back office process efficiencies to patient care outcomes.

As regulatory requirements escalate, technology ages, mergers occur, and staff turns over, it can be difficult to keep financial performance strong. Add other issues such as high receivables, slowing cash flow, and potential data loss, and it can seem overwhelming, or even impossible, to maintain a strong bottom line.

IF YOU’RE FEELING THE BURN, YOU’RE NOT ALONE.

Did you know more than 25-30% of lost medical practice income is from improper billing?

Without the right IT systems and expertise, you can lose precious patient care time as you struggle to better manage revenue cycle issues such as denials and claim errors.

We’ve earned our clients’ trust with excellent service.

“They’ve met our expectations and exceeded them. We get better results with NextGen RCM because they truly are the experts in what they’re doing.”

John O’ Rourke, Administrator
Urological Associates of Southern Arizona
Refocus on care. Improve profitability.

Identify and address billing problems before they ever affect your profitability. NextGen RCM Services experts are ready to help your organization optimize financial performance so you can focus on higher-value activities.

Our cloud-based billing, collections, and claims services eliminate the need for expensive hardware, upgrades, and management. All you need is an Internet connection—and you’re covered: EHR, Practice Management, Patient Portal, and more.

Start using our practice management services to optimize your technology, while reengineering billing and A/R processes for a better bottom line.

Our **cloud-based billing**, collections, and claims services **eliminate the need for expensive hardware**, upgrades, and management.
Experts focus on improving your bottom line

Who do you trust to analyze your business performance? What kind of partner can provide expert advice and meaningful solutions to ensure you get paid?

Our network of 900+ billing and practice management experts have helped organizations like yours submit over $2 billion in annual successful claims. Our team of CPAs, MBAs, Certified Coders, Compliance Specialists, Tenured Billing Staff, and IT experts have helped clients excel for more than 20 years.

Look at our track record of success delivering outstanding financial results, and it’ll be easy to see how we can help you better analyze your business, improve outcomes, and boost your bottom line.

ON AVERAGE, WE:

IMPROVE A/R 36.4%

ACHIEVE NET COLLECTIONS OF 98%

ENSURE YOUR AVERAGE DAYS IN A/R ARE 10 DAYS less than the national average*

*37.9 days compared to 47 days
“We thought we were doing well with our clean claims rate before…but NextGen RCM Services increased our clean claims rate more than 20 percent.”

Elisabeth Duhon, Director, Revenue Cycle Management
IASIS Healthcare
Optimize revenue and improve cash flow.

How does it work? Our experts analyze your workflow, system configuration, and financial performance, and then manage your billings, collections, credentialing, and claims so you can optimize revenue and reduce a multitude of organizational headaches. Use our services so you can focus on higher-value activities such as delivering more care and reaching your Meaningful Use (MU) goals—without worrying about billing, collections, and other back office issues.

Save time and empower decision making throughout your practice. Streamline workflows and employ best practices.

Our experts can help you make the most of your NextGen® Practice Management system, fully utilizing its powerful features and functionality.

You’ll get **complete visibility** into your practice **at your fingertips**, accelerated income, **and a better** bottom line.
Reduce regulatory, billing, and IT-related headaches.

Eliminate concerns about regulatory compliance, changing billing rules, staff turnover, and IT-related issues (including hardware, backups, updates, maintenance, and more). We take on the difficult tasks that many ordinary vendors task back to you for resolution—from credentialing to claims denial resolution.

You get **reliable, usable information** to help transform your business—**without** the hassle or headaches.
Repair revenue leaks

Use our billing and practice management services to achieve collaborative, coordinated, and quality revenue repair to improve your bottom line.

- **Top-tier software**—with the NextGen® solutions suite you get complete, seamless integration as well as consistent, real-time clinical and administrative workflow among your providers, hospitals, and patients

- **Cloud-based access**—our cloud-based services eliminate the need for expensive hardware, upgrades, and management—all you need is an Internet connection to benefit from our shared knowledge database

- **Single platform, integrated technology**—our one-platform approach across all areas of your enterprise connects and synchronizes clinical, administrative, and revenue solutions, including EHR, Practice Management, Patient Portal, and more

- **Workflow automation tools**—help replace costly, time-consuming manual processes so you can reduce claim denials and improve collections

- **Proprietary RCM methodologies** and proven best practices optimize your practice so you can pocket every dollar you deserve
Already have an EHR or practice management software solution in place?

NextGen RCM Services experts can “take on” your billing, collections, and claims process and design a customized revenue cycle management solution using your existing practice management technology.

“Thanks to NextGen RCM Services, Beacon thrives in today’s evolving regulatory environment, which is driven by constant governmental and insurance reimbursement changes. Despite these challenges, NextGen RCM Services has helped us become an MGMA top 90th percentile performer for four straight years.”

Andrew Blankemeyer, Director of Operations & Revenue Cycle Management, Beacon Orthopaedics & Sports Medicine
Tailored to match your needs.

We deliver all the options you need to see fast results.

Our experts can help you with as much, or as little, as you require. Whether you seek to add greater expertise in revenue cycle management, eliminate the hassles of managing billing, collections, and claims, or simply want to identify and put a value to your revenue cycle opportunities, NextGen Healthcare revenue cycle and practice management services can help.

**Physician Billing and Collections**

Let us handle your physician billing and collections from start to finish. Using proven best practices, we take on tedious back office functions where needed, such as registration, charge capture, claim submission, claim reconciliation, and payment posting.

**System Configuration**

NextGen RCM Services utilizes a prescriptive methodology to engineer the best configuration of technology and software applications in order to get the most out of its functionality, based on your practice’s needs.

**Account Management**

Receive personalized and consultative professional guidance to drive process improvements, system enhancements, and best practices. Meet regularly with an industry expert assigned specifically to your practice to review your revenue cycle performance, the drivers behind your performance, and any trends identified.

**Advanced Analytics**

Utilize custom reporting capabilities and the ability to analyze and provide sophisticated practice revenue cycle metrics at specific frequencies for complete visibility into your A/R.

**Accounts Receivable Management**

We work with you to establish joint follow-up parameters, adjustment rules, and standards for account elevation, identifying which claims and payers are the most valuable to your practice and customizing claim resolution activities accordingly.

**Patient Customer Service**

Knowledgeable, courteous billing professionals answer all inbound patient calls regarding billing and also make outbound calls prompting patient calls regarding billing. They also make outbound calls prompting payment, reducing the drain on practice resources.
**Credentialing**

Our team and advanced technology can handle one-time or ongoing payer credentialing needs.

**Real-time claim Scrubbing**

Using claims scrubbing technology, NextGen RCM Services experts search for errors or missing information and apply the required edits, ensuring all claims are as accurate as possible prior to claim submission. By addressing billing conflicts immediately, claims are processed more efficiently, collecting revenue faster while saving a practice time and money.

**Coding Services**

Avoid denials more efficiently and achieve ICD-10 conversion readiness using our third-party medical coding service which is fully integrated with the NextGen® systems.

**Electronic Remittance & Payment Posting**

Minimize the need for paper storage and allow for easy viewing or printing with images of EOBs linked to the corresponding encounter at time of payment posting. Ensure your payments are posted accurately and promptly using our RCM experts.

**A/R Wind-Down**

Assists you with collecting accounts receivable incurred prior to your relationship with NextGen Healthcare.

“Using NextGen RCM Services, we reduced our insurance A/R days over 90 by 76 percent and increased collections by lowering our overall days in A/R by 17 percent.”

Zachary Hille, Business Manager
Department of Community Practice Services
Cincinnati Children’s Hospital Medical Center
Thrive with the right solutions, services, and partner

We help you prosper now and in the future using our pay for performance ACO-type models—all with minimal up-front costs. Move from a fixed-cost model to a variable-cost model that parallels your revenue. **We only get paid when you get paid.**
ACHIEVE MEASURABLE, PROVEN RESULTS

Boost your financial performance almost immediately.

To see the true impact of our services, just take a look at some typical outcomes of our users:

- **37.9%** Average days in A/R
- **97%** First pass clean claims rate
- **9%** Improved Collections
- **36.4%** Reduction in A/R
- **98%** Average Net Collections
- **3.8%** Production improvement
“[Because of NextGen RCM Services] we have been able to bring our goals of improved financial performance and rapid growth to fruition.”

Debbie Redd, CEO/President
Capital Women’s Care

Real clients, proven success

IASIS Healthcare
- 33% Improvement in first pass clean claims rate
- 9% reduction in denials
- 42.7% increase in cash collections

Capital Women’s Care
- 81% Decrease in A/R days to 21.47
- 99% Net Collections Rate
- MGMA top performer 90th Percentile

Cincinnati Children’s Hospital
- Decreased A/R days to 20.31 (MGMA average 45.93)
- 89.6% of collections received in fewer than 30 days
- Aged A/R less than 1.79%
- A/R days over 90 reduced by 76%

Beacon Orthopaedics & Sports Medicine
- First-time clean claims rate of 98.9%
- 30 Days in AR for Surgical Practice!
- MGMA top 90th percentile performer for four straight years
We’re ready to help you identify and address billing problems before they ever affect your profitability. See how our billing and practice management services optimize NextGen® technology, while reengineering your billing and A/R processes. Hear how our cloud-based billing, collections, and claims services eliminate the need for expensive hardware, upgrades, and management.

Free yourself to focus on more strategic activities, such as achieving MU. See how our billing and practice management services can help you better analyze your performance, repair problems, and prosper through improved financial outcomes—all while refocusing on what you do best, caring for patients.
Take the Next Step.
Contact us to learn how we can help.
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www.nextgen.com/rcm