

CASE STUDY

Family Medicine Medical Group
Boynton Beach, Florida



Synopsis

A Provider opened his Family Medicine practice in Boynton Beach, Florida in October 2008. Prior to starting his own practice, he was employed with another group and had no management experience. He was looking for a company that would partner and offer support not only to manage RCM functions but also offer advice to effectively operate his practice and HPI was able to offer that to him.

HPI guided him in choosing the right Practice Management and EHR application as he ended up choosing NextGen for his Practice. HPI became involved in recommending the type of hardware he needed to procure and also on the equipment that he wanted to purchase. HPI offered credentialing services and were fully involved in credentialing with all the requested payers for him and his associates. With HPI's coding expertise, the Practice was able to take advantage of monitoring their coding performances against MGMA benchmarks. With the help of HPI's MIS team, the Practice was able to report and attest for meaningful use.

Testimonial

"HPI has been working with me since I started my practice in 2008. They are great at what they do! They work with me for EHR, IT, and RCM. They are great at what they do - from the top down. I highly recommend their services to any physician in need."



Medical Group Profile

- One Family Physician and a part time Nurse Practitioner
- Serves over 7,500 patients in Palm Beach County
- Has utilized NextGen since 2008 (For both EHR & Practice Management)

Critical Issues

- Needed a practice management partner to manage RCM functions and coding
- Needed a partner to advise on ways to improve practice operations
- Needed help with the selection and implementation of a EHR application and IT hardware
- Needed assistance with credentialing of providers

HPI Services Rendered

- Prime Revenue - Revenue cycle management with eligibility verification services.
- Prime Contact - Appointment scheduling and reminder services through our secure voice and email messaging solutions.
- Prime Quality - Coding and documentation accuracy support through regular coding reviews, along with training for quality and compliance initiatives such as MIPS and MACRA.
- Prime EHR - Electronic Health Records (Selection and Implementation)
- Prime Project - Project Management services
- Prime Consult - Practice Management Consulting services

Results Achieved

- Keeping Days in A/R at 25 days or less consistently over the past 5 years
- A/R over 90 days – Consistently less than 2%
- With HPI analytical data, Practice reduced no shows to 4.3%.
- With HPI's ability to provide payer reimbursement analysis, Practice was able to make wise decisions on payer participations
- Missing charge tasks stayed low at an average of 5 encounters or less per month with effective resolution
- Effective Patient A/R management by HPI resulting in over 20% of collection coming direct from patient.
- HPI's assistance with electronic health record system selection and implementation has resulted in the Practice utilizing state of the art information systems to optimize patient care services and operations.
- HPI's coding analyses services helped track additional revenue opportunities resulting in an incremental increase in net collections