

CUSTOMER SUCCESS



## MedField Billing Solutions

### Centralized Billing Services with The Medical Manager RIS

For over 22 years, the mission of Nydic Medical Imaging has been providing expert care in a comfortable environment to patients and offering a fast turnaround on reports to referring physicians. With 27 facilities across the country, Nydic achieved this mission by standardizing its operations. “What happens at one facility happens at all the facilities,” explains Erica Vatne, PACS administrator. This enables Nydic to create consistency and control processes more effectively.

In the area of billing and collections, Nydic took this one step further. In early 2005, it spun off its internal billing group, which became an independent entity with a new name—MedField Billing Solutions. Using The Medical Manager RIS, which was already in place at Nydic, MedField Billing Solutions centralized the billing for all 27 Nydic facilities. All billing staff are now at one site—in Canfield, Ohio—with no billing services at the imaging facilities.

Nena Forsman, reimbursement manager, has been largely responsible for coordinating and managing this change. “Several years ago, Nydic purchased The Medical Manager RIS and the Collections System, but it wasn’t really using all the tools available,” she states. “Then, in 2001, Nydic asked Sage Software to evaluate its systems and help us figure out how to get more from those solutions. That has helped us significantly improve our processes.”

That evaluation focused on how Nydic could use more features of The Medical Manager RIS, as well as other solutions like Network Services and Collections. It also prompted the company to implement several other systems including document and image management and the Web-based Intergy PACS. The increased efficiency and access to information opened the door to new possibilities like separating the billing department and creating the new company.

MedField Billing Solutions was created with two goals in mind. First, it would centralize the billing for Nydic in order to improve efficiency and increase revenue for that business. Second, once MedField Billing Solutions established its operations and processes, the company would begin marketing itself as an independent billing service to other practices, hospitals, and facilities outside of Nydic.

**Customer:**

**MedField Billing Solutions**

**Specialty:**

Billing Service

**Location:**

Ohio

**Number of Locations:** One

**Number of Employees:** 40 Staff

**Products:**

- The Medical Manager RIS
- Intergy PACS
- Practice Analytics

**CHALLENGE**

Improve management systems to accommodate a change to centralized billing at a separate location.

**SOLUTION**

Asked Sage Software to evaluate its systems and suggest improvements. Besides optimizing processes, this also prompted the implementation of document and image management and other electronic and web-based tools.

**RESULTS**

35% reduction in denied claims; Billing is out in 2-3 days instead of weeks; Fewer claims are going to collections agency. Supply costs have been reduced.

The first phase is complete and the results have been better than expected. According to Forsman, “We are getting better use out of our electronic solutions, and the bottom line is that revenue is generated quicker now.” The key to its success was centralizing the billing to eliminate inconsistencies among Nydic facilities in tasks like checking eligibility.

Centralized eligibility verification has been one of the most significant changes. Previously, each facility was responsible for checking eligibility, which led to inconsistencies. With high-dollar services averaging \$1,000 to \$2,000 per patient, not checking eligibility and receiving a denied claim is costly. “We need to know people are covered before services are performed,” says Forsman. “If we know ahead of time, we can work with the patient to get updated insurance information or arrange for payment.” As a result of the centralized eligibility verification, there are far fewer claim delays and denials. Combined with error checking when claims are submitted and the ability to quickly track claims and address denials, MedField Billing Solutions has seen a 35% reduction in denied claims.

During the billing process, real-time access to patient information from every Nydic facility is enabling billing staff to access information to immediately address questions or issues. The imaging facilities scan all documentation into the patient records in-office, so there is no need for MedField Billing Solutions to call the facilities and request copies. This has saved time on both ends as well as reducing supply costs. It is also one of the reasons the billing is now completed faster. “It used to take a week or more to get the billing out for the previous month,” says Vatne. “Now our claims and statements are out in two or three days at most. In fact, we close every two days and the claims are up-to-date when we close.”

Not only are more accurate claims going out the door in a more timely fashion, but also MedField Billing Solutions has gained more control over their collections process. MedField Billing Solutions uses the Collections System to work past due bills and track each step from the first collection notice until they reach the write-off point. When that happens, they send the account to a collection

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agency. Using the electronic solutions from eligibility through the end of the collection process has significantly reduced the number of accounts that are turned over to a collection agency. Since MedField Billing Solutions pays the agency 30% to 35% on the collections they make, this is a big savings. And the collection agency is more effective because they have a complete record of all contact, interactions, and follow-ups along with the billing records.

With the addition of Practice Analytics by Sage, not only is the billing and collections more efficient, but also MedField Billing Solutions can easily access and analyze the billing data. MedField Billing Solutions has been able to generate valuable profit and loss reports used for budget and management as well as many other reports used to help track billing and collections, and each report can be created in minutes instead of hours.

Nena Forsman is excited about the future of MedField Billing Solutions: “We have begun rolling out our services to other practices. I believe we can help other healthcare providers increase their revenue and leverage MedField Billing Solutions’ proven successes supporting Nydic. These days you have to fight for every dollar, and I know that using The Medical Manager RIS helps us get what we need.”

## ABOUT SAGE SOFTWARE

Sage Software Healthcare Division is a part of Sage Software, the North American business of UK-based The Sage Group plc. Sage Software supports the needs, dreams and challenges of small and medium-size businesses (including medical practices of 500 employees and more) by offering leading business management, practice management and electronic health records products and services. More than 2.6 million North American small and medium-sized businesses and tens of thousands of medical practices currently rely on Sage Software applications.

For more than 25 years, Sage Software Healthcare Division has delivered easy-to-use, scalable and customizable software for practice management, including private practices, multi-million dollar medical enterprises and community health centers. Our Intergy EHR by Sage electronic health records software is CCHIT Certified<sup>SM</sup> for its product, and meets CCHIT ambulatory electronic health record (EHR) criteria for 2006.

## Sage Software

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