



HealthPrime<sup>TM</sup>  
INTERNATIONAL

## CASE STUDY:

Multi-Specialty Medical Group  
in the Atlanta, Georgia Metropolitan Area



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## Synopsis

The Medical Group opened in 1999, and became a client of HPI in 2005. It has grown to a size of 19 locations in 2 counties with specialties that include primary care and subspecialties - internal medicine, cardiology, radiology, pediatrics, ob/gyn, and podiatry. The practice has 19 doctors, 9 mid-level providers and 90 support staff.

Its patient care services are provided to a diverse population with patients of all ages, socioeconomic and racial statuses on a scheduled or same-day services basis. It accepts all major insurance plans. While same day service is providing scheduling flexibility, and is of benefit to patients, it creates a unique set of challenges to maintain accurate demographic and eligibility information which is required for the prompt payment of claims. With an average volume of 10,000 patients per month, proper coding and documentation of patient encounters can be difficult to manage. HPI has effectively minimized any documentation problems and errors.

The Medical Group is growing rapidly and continuously adding locations and providers. Ensuring accurate capturing of administrative, demographic, and clinical patient information is of paramount importance. Utilizing HPI's systems has added significant value.

Additionally, training new staff, and transitioning them into the Practice philosophy is critically important. HPI also assisted with training of staff on all systems. Managing provider credentialing as part of the onboarding process can also be challenging, and HPI has provided the necessary expertise and guidance to complete credentialing appropriately.

Working closely together with HPI, the practice was able to address all the above-mentioned challenges. HPI was able to assist the Practice with consistently maintaining a clean claims rate of 97% or higher. Their insurance days in A/R remained less than 22 days, and claims aged over 90 days are typically less than 6%. After fine-tuning their appointment processes, their no-show rate was reduced by 20%. With HPI's help the Medical Groups quality control scores, which allows for all the above-mentioned accomplishments, are consistently above 98.5%.

### Testimonial

"H.P. – "We have seen major improvements since you took over and we really appreciate it!"

## Medical Group Profile

- 19 Locations in 2 Counties
- 28 Providers
  - 19 physicians
  - 9 mid-level providers
- Multi-specialty group
  - Family medicine
  - Internal medicine,
  - Pediatrics,
  - OB/GYN
  - Cardiology,
  - Radiology, and
  - Podiatry
- Annual visits - More than 116K
- Annual collections - Greater than \$14.5M
- Average monthly claims – 12K
- Large Medicare and Medicaid payor mix

## Critical Issues

- Desired to decrease staff turnover
- Rapidly growing the practice and adding more providers and locations each year.
- Desire to decrease administrative overhead.
- Needed to accurately submit claims because many patients were seen on a same-day basis and changed insurance plans frequently

## 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 Consult - Practice development assistance to improve financial and operational performance

## Results Achieved

- Clean claims rate of 97.4%
- Insurance Days in A/R <22
- Insurance A/R above 90 days under 6%
- No-show rate reduced by 20%
- Quality control render charges and payments above 99.6% accuracy
- Top 10% of all client's performance measures MACRA.