

CASE STUDY

SALISBURY, MARYLAND, FAMILY PRACTICE

Optimizing Practice Success through Health Prime's Unique Technology, Data and Expertise

For more than two decades, this Maryland-based family practice operated efficiently. But its physician owner wanted better. With technology-powered solutions and services from Health Prime, the practice is enhancing processes, reducing technology costs and optimizing revenue while maintaining the highest levels of service. As a result, it has positioned itself to thrive for decades to come.

Business Critical Needs:

- Reduce patient no-shows
- Decrease technology costs
- Improve process for generating patient statements
- Optimize revenue through better coding practices
- Upgrade revenue cycle management
- Maintain high levels of patient care and service

About the Practice:

- 21-year-old Salisbury, Maryland, family practice
- One location
- One physician
- Two physician assistants
- 8,500 patient visits annually
- Health Prime partner since 2004

Results Delivered by Health Prime:

- Established effective protocol for patient notification of no-show fees resulting in 50 percent reduction in no-shows (to under 8%)
- Moved to more effective claims submission clearinghouse
- Streamlined patient statement generation and reduced staff administrative work
- Improved coding practices
- Increased year-over-year charges by 11%
- Increased year-over-year payments by 14%
- Increased payment-to-charge ratio by 2%
- Reduced primary insurance accounts receivable over 90 days to 1%
- Seamless transition from former revenue cycle management provider

↑ 11%

Increase in year-over-year charges

↑ \$ 14%

Increase in year-over-year payments

↑ 2%

Increase in payment-to-charge ratio

Health Prime Solutions Used:

PrimeRevenue

Revenue cycle management (with eligibility verification services) that alleviates administrative burdens and streamlines and transforms complex revenue cycles from end-to-end. The result is increased revenue, reduced costs and enhanced patient experiences.

PrimeConsult

A comprehensive practice management consultation solution focused on improving the financial and operational performance of health care organizations. HP's team of physician and health care management experts uses proven, data-driven methodologies to assist with strategic budgeting and growth planning.

READY TO TALK?

Call or email to learn how we can help you get back to the joys of practicing medicine—and your life.

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