



Health Partners Says Amazing Charts PM “Was Well Worth the Wait”

Practice Manager Switches from Allscripts PM to User-Friendly Amazing Charts PM, Saving Hundreds of Dollars Monthly

Challenge: Legacy EHR/PM system was expensive, complex, and poorly supported

Adult care practice was saddled with legacy Allscripts Misys EHR and Tiger PM

▶ *“When my wife and I purchased the practice, we inherited three outdated servers, including one that ran on UNIX. Just creating an AR report was hard and reports were not customizable.”*

Integrated EHR+PM system cost more than \$20,000 annually

▶ *“The EHR and PM cost about \$13,000 annually, and the clearinghouse was another \$620 per month. This was not economically viable for an office with one full-time and one part-time clinician!”*

Frustrated by slow tech support based outside the United States

▶ *“It usually took days to get a call back from someone who didn’t speak English very well.”*

Solution: Amazing Charts Integrated EHR+PM System

Regional Extension Center recommends Amazing Charts EHR based on fewest user complaints

▶ *“We gave up on Allscripts when its MU-certified EHR module wouldn’t load. I asked our REC to name EHRs with the fewest complaints. Amazing Charts was number one.”*

Loves the U.S.-based technical support

▶ *“My jaw almost hit the floor when I called tech support at Amazing Charts and someone in Rhode Island picked up phone.”*

PM Implementation process was smooth

▶ *“Our PM implementation specialist was excellent. We had two remote training sessions before the go-live date, which was all we needed to get started. Amazing Charts even helped us preload our insurance payer information.”*

Fixes denials and resubmits claims in minutes

▶ *“Many of our patients are in hospice, so a modifier code is required. In AC-PM, it’s easy to fix that type of denial and resubmit the claim in less than two minutes, versus up to 15 minutes in Allscripts.”*

Results:

- ✓ Low-cost Amazing Charts PM starts at just \$249 per month per billing NPI; annual costs for EHR/PM at this practice dropped to \$5,400 from \$20,600 – a savings of \$15,200 per year
- ✓ Automated insurance eligibility verification is having a “measurable impact” on revenues
- ✓ Clear patient statements have dramatically reduced calls to the office