

Two-Physician Practice Streamlines Billing with Integrated Amazing Charts RCM

Business Manager, Kelly Latini, Praises Revenue Cycle Management Service

Challenge: Replace an inefficient third-party biller at a primary care practice

Third-party biller's IT systems were disconnected from Amazing Charts EHR

▶ *"We were literally sending hardcopy to our previous biller. This antiquated time-consuming process forced us to convert electronic data back into paper for our billing company to process."*

Poor customer service from previous biller, including limited financial reporting information

▶ *"Our biller was providing us hardcopy reporting data on a monthly basis. The paper reports were limited in detail and required me to reenter and format information for the doctors to analyze."*

Solution: Amazing Charts Revenue Cycle Management (RCM)

Kelly contacted Amazing Charts, which recommended its integrated RCM billing service.

▶ *"I saw one demo of Amazing Charts RCM and decided to move forward. Each time a note is signed in the EHR, an electronic superbill is generated and exported. It's one of the best decisions the practice has ever made."*

Amazing Charts RCM provides full transparency and insight into practice performance

▶ *"I have total visibility over financial operations, but I'm not managing stacks of paperwork. I can access real-time reports through the cloud. There's no more sifting through piles of papers, and reformatting summary sheets."*

RCM streamlines billing process by scrubbing claims for errors and submitting accurate claims to payers.

▶ *"The entire billing process, from claim submission to patient inquiry, is managed for us. Because most claims are submitted correctly the first time, we're getting reimbursed more money, faster."*

RCM staff monitors claims, follows-up on denials and inaccurate reimbursements, and manages patient billing inquiries and requests

▶ *"Our last biller's customer service was horrible. With Amazing Charts RCM, I always work with the same customer service rep. She is dedicated to managing our billing and has a unique knowledge of how we operate."*

Results

- ✓ Elimination of paper redundancies between EHR and billing
- ✓ Average days in accounts receivable (DAR) reduced by 45%
- ✓ 16.5% increase in practice collections