



Concierge Practice Increases Annual Revenue by \$60,000 with Chronic Care Management

Office Manager calls it “found money” for physicians

Challenge: How to utilize Medicare’s new Chronic Care Management Code

Kelly Latini is the Business Manager of Private Physicians Medical Associates, a concierge practice with two physician-owners and a staff of five

▶ *“In 2010 we switched from paper charts to Amazing Charts EHR. The doctors find the software easier to use than paper, and Amazing Charts helped them collect the incentive payments for Meaningful Use.”*

For maximum ROI, the practice uses EHR interfaces and add-on services to the fullest extent possible

▶ *“Amazing Charts is a hub for our practice. On the clinical side, we have interfaces with two labs, our hospital’s radiology department, and spirometers in our exam rooms. We also have integrated faxing and scanning, so documents go into the patient record. Billing is through a service recommended by Amazing Charts.”*

Looking for new ways to generate revenue, Kelly began researching Chronic Care Management

▶ *“The doctors learned about Medicare’s CCM program from an Amazing Charts email and asked me to look into it. After evaluating a few vendors, we chose Caremerge for its affiliation with Amazing Charts and because it doesn’t get between us and our patients.”*

Solution: Amazing Charts EHR Integrated with Caremerge CCM Platform

Caremerge searched Amazing Charts database to create a list of eligible patients

▶ *“CareMerge used our Amazing Charts database to search for patients based on specific criteria. We used Caremerge templates to write a letter explaining the program to patients and sent it via email and postal mail.”*

Kelly inputs non-face-to-face encounters and creates care plans, so the physicians can just review and sign

▶ *“Our doctors prefer to document a phone call or email in Amazing Charts. Then they give me a piece of paper so I can enter the encounter in Caremerge, which tracks the time. This system works really well for the doctors.”*

Physicians are finally getting paid for services they’ve been providing for more than a decade

▶ *“We’ve signed up 338 patients to date, which is about half of the practice. CCM billing has averaged more than \$5,500 per month. It’s literally ‘found money’ for the doctors, who were already doing these kind of things for their patients.”*

Results

- ✓ Integrated Amazing Charts EHR and Caremerge CCM solution
- ✓ 338 patients enrolled on consumer-friendly platform
- ✓ Averaging more than \$5,500 in additional practice revenue each month

