

Revenue Cycle Management
Navigating the
Business of Medicine



One Practice.
One Solution.



Facing Real-time Challenges

Challenged with an overly complex, ponderous and slow-moving healthcare system, physician practices today face stringent regulations, increased payer rules and edits, and eroding bottom lines that mean healthcare managers must run physician practices not just as healthcare delivery sites, but also as real businesses.

Through the innovative use of technology and proprietary revenue cycle management methodologies, NextGenSM Practice Solutions helps practices maximize their revenue cycle results, while minimizing their need to focus on the tedious daily functions of billing and collecting. Whether you're a hospital executive responsible for practice oversight, a large medical practice administrator or an office manager for a small practice, you'll find that our revenue cycle management services can create operating efficiencies, improve cash flow and increase your practice's bottom line.

A Business Partner You Can Trust

NextGen Practice Solutions is a business unit of NextGen Healthcare, a wholly owned subsidiary of a solid public company, Quality Systems, Inc. (NASDAQ: QSH). NextGen Practice Solutions operates both the revenue cycle management (RCM) and electronic data interchange (EDI) divisions of NextGen Healthcare.

NextGen Practice Solutions handles over \$1 billion in claims annually and supports more than 30,000 doctors.

A Flexible Service Delivery Model

Every practice has different business needs so a standard revenue cycle model may not be the answer. Our flexible services allow you to design a revenue cycle management solution customized to *your* practice.

Regional Knowledge

We monitor and react to marketplace changes with you. We know your regional payers, their rules and how new regulations may affect your practice. We update you monthly as to the changes we see, and unless you'd rather, our staff will respond quickly to changes in payer rules or marketplace dynamics.

Superior Revenue Cycle Outcomes and Expertise

Our practices' revenue cycle outcomes are generally in the top quartile of performers nationally. And, we're proud of it.

We provide a superior level of service, a genuine familiarity with your practice and the business acumen that makes you confident in our responses. We measure your practice's performance monthly and show you the financial value of your improvements.

Industry Leading Denial Management Expertise

Every healthcare provider expects and deserves to be paid. However, payers continually find reasons to deny payment, to underpay or to delay payment. In the typical practice, up to 20 percent of rejected claims are never re-submitted. NextGen Practice Solutions' denial management technology quickly identifies unpaid or inaccurately paid claims and prioritizes them for further action. The combination of our technology, tools and aggressive pursuit translates into reduced denials and increased cash flows.

A Metrics Approach to Revenue Cycle Management

We believe in taking a metrics approach to managing revenue processes because data drives understanding and understanding drives outcomes. We use benchmarking, data analysis and regular joint management meetings to communicate practice performance, financial outcomes and opportunities for improvement.



We capitalize on the system's functionality and create efficiencies that result in real operational improvements and collection increases to your practice.

NextGen Practice Solutions Services

Our core revenue cycle management product consists of the following services:

- Billing and Collections
- Electronic Claims Submission
- Electronic Remittance & Payment Posting
- Accounts Receivable Follow-up
- Statement Generation
- Management Customer Service
- Account Management

Maximizing Practice Technology

Practice Solutions, as a business unit of NextGen Healthcare, is expert at using NextGen Healthcare's powerful practice management software. We will make sure that your practice is using it to its fullest.

We also recognize that not every practice is a NextGen Healthcare practice. So, in some cases, NextGen Practice Solutions will design a revenue cycle management solution using another practice management technology. If your practice is interested in this option, please talk with us about it.

An Integrated Solution

With a NextGen Healthcare revenue cycle management solution, you no longer need to worry about the costs, labor or burdens associated with software hosting, maintenance and support, billing and collecting, posting payments,



answering phone calls from patients about their accounts or maintaining your practice management application's directories. We do all of that for you. And, we do it all with an expert knowledge of the NextGen® Practice Management applications.

Billing and Collections

We use our own set of internal controls, checks and balances, audits and reports. Our billing and collections approach addresses the entire revenue cycle from functions that the practice performs, such as registration and charge capture, to those that we do – claim submission, payment posting and accounts receivable management.

Electronic Claims Submission

We generate HIPPA-compliant insurance transactions to submit your insurance claims electronically to as many insurance payers as possible. We support the CMS-1500, UB-04 and ADA Dental claim forms. We also accommodate proprietary claim formats.

Electronic Remittance & Payment Posting

We ensure that your practice is receiving as many electronic payments as possible. Using NextGen Document Management (formerly known as NextGen® ICS), we link an image of each explanation of benefits (EOB) to the corresponding encounter at time of payment posting. This minimizes the need for storage of paper EOBs and places scanned EOBs at your fingertips for viewing or printing. Our experts focus on making sure your payments are posted accurately and promptly. We also use electronic remittance and digital lockboxes to post payments and capture specific denial information for management and tracking.

Accounts Receivable Follow-Up

We especially take pride in our accounts receivable management methodology. We work with you to establish joint follow-up parameters, adjustment rules, and standards for account elevation. We understand which claims and payers are the most valuable to your practice, and we customize our follow-up activities accordingly.

Customer Service

Knowledgeable and courteous billing professionals answer patients' billing questions to minimize the need for practice staff to do so. Our staff has real-time access to your data and accounts. We measure and monitor key customer service statistics such as call wait times and abandonment rates in order to ensure high quality service.

Account Management

We assign an industry expert to your practice who meets regularly with you and your staff, ensuring that you understand your practice's revenue cycle performance, the drivers behind your performance and any trends that we may see. For larger clients, we also assign a senior Practice Solutions executive who meets with you frequently to review organization-wide revenue cycle trends and issues, and adds strategic input to your revenue cycle-related business decisions.



Optional Services

NextGen Healthcare's Practice Solutions clients build their own custom revenue cycle solutions. You start with our core billing and collections product, and then you can choose to add any or all of our optional services.

Advanced Analytics

We offer custom reporting capabilities along with the ability to analyze and package at specific frequencies the sophisticated revenue cycle metrics that larger healthcare systems and organizations require.



Charge Capture

This service is for clients who want NextGen Practice Solutions to enter their charges for them rather than enter them through their EHR or practice management system.

Credentialing

Credentialing is labor intensive for most practices, so NextGen Practice Solutions has a team of people and the technology available to handle either one-time or ongoing credentialing needs.

Accounts Receivable Wind Down

We can assist you with collecting outstanding invoices that were incurred prior to your relationship with NextGen Practice Solutions.

Software Hosting and Support

Let us host your NextGen Practice Management application or EHR application, or both if you have them. This relieves your practice of the associated expenses, hardware, overhead and labor.

Revenue Consulting Services

Do you have a revenue cycle opportunity but don't know what it is? Are you sure if outsourcing your revenue cycle management is the right thing to do for your practice?

The fact is most healthcare practices don't know either. And, if they believe they should be collecting more, they are not sure whether their practice management technology, their billing staff, or both, are to blame. NextGen Practice Solutions' consultants can help you learn more about your practice's performance through an objective assessment of your current revenue performance. Through our Best Practices Assessment product, we compare your practice to practices of similar size and specialty in the areas of financial outcomes and results, operating processes and controls, revenue cycle related costs, system functionality utilization, and revenue cycle reporting. If we identify a revenue cycle opportunity, we quantify it for you and show you any real missed revenue cycle opportunities.

Driving Return

Whether you seek to add greater expertise in revenue cycle management, eliminate the hassles of overseeing billing or simply identify and value your revenue cycle opportunity, NextGen Practice Solutions can help. Contact us today and let us show you how we can improve your practice's operations, increase your bottom line and drive value and return.



Publicly traded (NASDAQ:OSII)

Entire NextGen® RCM Booklet © 2010 NextGen Healthcare Information Systems, Inc. Screen Shots of NextGen® Practice Management

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Tour online product demos at nextgen.com

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