



ACHIEVE A FASTER, MORE EFFECTIVE REVENUE CYCLE

Increase net collections 3–6%*

Missed revenue opportunities are alarmingly commonplace in the business of healthcare. Doctors in the United States leave approximately \$125 billion on the table each year due to poor billing practices.¹ From 50–65% of denied claims are never addressed.²

An effective revenue cycle requires both sophisticated technology and support from an expert professional team. That precise combination is what practices like yours need today. Fortunately, you now have the opportunity to obtain this type of support.

Let NextGen Healthcare help your practice:

- Prevent denials
- Increase net collections
- Improve velocity of collections
- Reduce days in AR
- Enhance the patient experience

Plus, we can help you achieve all this at a lower cost.

Strength in numbers

Revenue cycle management (RCM) services from NextGen Healthcare:

- Serve approximately 6,000 providers across the United States
- Collect more than 2 billion dollars a year
- Manage over 12 million claims a year
- Host 1,000+ RCM users on the NextGen Healthcare Platform

How we help you achieve successful RCM

Your practice will benefit from both advanced automation and the depth and breadth of our specialty-based RCM expertise:

- **Centralized RCM operations:** core functions, such as claims submission, payment management, and credentialing are centralized and managed using a centers-of-excellence approach. As part of these core functions, AR and denial prevention are managed according to the specific needs of your specialty.
- **An expert client management team:** your practice's specific needs are addressed by a dedicated client manager with expertise in your practice specialty.

Combining tactics creates multiple points of accountability. It helps ensure financial services are delivered effectively and proactive steps are taken to address potential challenges.

| Tactics to drive revenue | How it works |
|-----------------------------------|---|
| Client management | Professional experts address unique issues of your specialty and your practice |
| Centralized core functions | Core RCM functions are centralized and managed using a centers-of-excellence approach |
| Advanced automation | Advanced software with built-in learning features helps you build a denial prevention strategy |
| Multiple points of accountability | A combination of strategic approaches fosters proactive, effective management of your revenue cycle |

Get it right—from the beginning

Errors at the front desk, such as incorrect patient demographic information, are among the most common reasons for claim denials. An estimated 90% of claims errors can be prevented with better processes and technology.³

Get patient access right the first time by taking advantage of the integration of a variety of advanced technologies. Feel confident that your staff has the software tools and training to:

- Register the patient accurately
- Identify the right insurance provider and pinpoint the right plan
- Determine the amount the patient owes out-of-pocket and collect it

Prevent denials with advanced automation

Applying automation across the revenue cycle helps make sure claims are billed at the actual contracted amount, coded accurately, and processed as quickly as possible:

- NextGen® Charge Review Rules Engine—reviews charges for accuracy and looks for errors before the claim is created
- Claims intelligence engine—scrubs each claim, formatting it per payer specifications, double-checking for any issues, and getting it ready to go to the clearinghouse.
- Clearinghouse services—includes built-in intelligence for editing claims

The result is faster payment and a higher percentage of clean claims, with a goal of 98–99% clean claims for your practice.

Gain insights from data analytics backed up by a transparent approach

NextGen Healthcare aggregates key financial data from all payers for all clients, in all specialties, enabling us to track more than 70 key performance indicators.

Analyzing this data provides insights to improve your practice's workflow for billing and claims as well as prevent future denials.

You'll further benefit from our transparent approach to data. You'll get access to data and insights from our analytics platform. Your practice can use these insights to improve its own processes.

Craft a solution tailored to your specific needs

Begin by combining revenue cycle technology and client services to manage claims submission and payment posting. From there, you can:

- Get support for insurance AR management including full denial resolution; our professional experts only service practices within a single specialty—you'll benefit from expertise in your area of practice
- Get help managing collections with patient messaging solutions; estimation of the patient financial responsibility at the point-of-care; and call center support to assist patients in understanding their financial responsibility
- Put together a customized combination of advanced technology and professional services to achieve your business goals

You earned the money—now optimize revenue with a faster, more efficient revenue cycle.

“We achieved an almost 50% reduction in total AR days outstanding working with NextGen Healthcare's revenue cycle management team.”

- **Dustin Frey**
Financial Director
Heartland Health Center
Grand Island, Nebraska

BETTER STARTS HERE.

Join the more than 124,000 providers across the United States who use solutions provided by NextGen Healthcare to achieve their business goals. **Contact us at 855-510-6398 or results@nextgen.com.**

*Based upon average results with NextGen Healthcare RCM clients.

¹ Medical Billing, Healthcare Business and Technology, 2016. <http://www.healthcarebusinessstech.com/medical-billing/>. ² “65% of Denied Claims Never Resubmitted to Payers, Causing Provider Revenue Loss,” TriZetto Provider Solutions®, November 14, 2017. <https://www.trizettoprovider.com/Resources/News/November/65-of-Denied-Claims-Never-Resubmitted-to-Payers..> ³ Jacqueline LaPointe, “How to Maximize Revenue with Improved Claims Denials Management,” Rev Cycle Intelligence, November 4, 2016. <https://revcycleintelligence.com/features/how-to-maximize-revenue-with-improved-claims-denials-management>.

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