



# Large Practice Support for Small Practice Success

## The NextGen Office Ecosystem

The NextGen Office ecosystem has the EHR, practice management (PM), and revenue cycle management (RCM) that sets the stage for independent primary care practices. All of this and more through a single sign-on, drastically reducing the frustration of juggling multiple vendors.

### Improve clinical outcomes and care delivery

Streamline your clinical workflows and enhance the quality of care for your patients. The NextGen Office ecosystem achieves this by helping to make every step of the care journey more efficient for your practice.

- Specialty-specific workflows and speech-to-text capabilities allow you to drastically reduce time spent on clerical work and **documentation**. Capture patient data efficiently and accurately, while staying compliant with regulatory requirements.
- NextGen Office care management support services (CMSS) integrate chronic care management, remote patient monitoring, annual wellness visits, and behavioral health integration into a single solution to ensure care extends to in-between visits.

### Ensure operational efficiency

Operate your independent primary care practice as efficiently as practice possible to provide your patients with the care they need when they need it, and get paid promptly in the process.

- Create a patient chart using just a group number that gives details of claims, faster and more accurately. Verify the **eligibility** of your patients and avoid claim rejections.
- Enhance your claims process with dedicated coding and billing support. This ensures precise coding, timely claims submissions, and proactive A/R follow-up. Minimize days in A/R and maximize paid claims.
- Specialized small business market credentialing services ensure providers are credentialed quickly and accurately for timely insurance payments.
- Save money on the supplies needed to run your practice with the NextGen Office Marketplace powered by Amazon, an exclusive purchasing program that gives you competitive pricing and discounts on office supplies, tech, personal protective equipment (PPE), and more.

## Build financial success

Make your revenue cycle exponentially more efficient by outsourcing key steps to our team of proven experts. Claim more revenue and reduce strain on staff with our fully integrated financial management solutions.

- End-to-end services ensure that all aspects of your revenue cycle is managed by experts.
- Certified coders ensure that claims are accurate and compliant. NextGen Office uses a suite of advanced edits and certified coding specialists to maximize the claims process.
- Dedicated account management follows the claim process from start to finish including A/R reporting and analytics, benchmarking, and personalized oversight of your account.
- **Expanded payment options** increase accessibility for patients and ensure that you get paid more and faster. This allows patients to pay bills through online payments, credit cards, Apple Pay, payment plan options, and more.

## Enhance patient satisfaction

We know that primary care must attract new patients while also providing optimal care for their existing patient base. Achieve this by increasing access to your practice via an integrated patient portal and allow patients more ways of participating in their own healthcare journey for improved outcomes and a higher return rate.

- The **patient portal** is a cornerstone of any patient satisfaction strategy. Thus, it needs to provide all the ways patients need to participate in their care and communicate with your practice. Maintain contact with patients through direct messaging to keep them up to date with appointments and test results.
- **Providing payments** for care is just one part of the patient-provider relationship, but it is an important one. More convenient payment methods made available through the patient portal, like guest payments, allow patients to pay for their care their way, leading to increased payments.
- **Integration with Apple Health** allows practices to engage further with patients in ways that promote them being active participants in their healthcare journey.

## Meet patient's future needs, now

Meeting the rapidly shifting needs of patients is one of NextGen Office's primary focuses. Get a head start by adopting the next wave of healthcare technology and meet those needs ahead of time.

NGO offers comprehensive CCMS to ensure that patients most in need have a dedicated care team with 24/7 support, a care plan that is reviewed at least monthly, and real-time tracking of patients leveraging FDA-approved devices.

- **Chronic Care Management (CCM)** helps to improve the health outcomes of patients with 2 or more chronic conditions by establishing 'between-visit care' with a personalized care manager. Automated custom care plans focus on patient health and wellness while increasing patient care compliance. Licensed nurses ensure that we are working as an extension of your office.
- **Remote Patient Monitoring (RPM)** allows for daily monitoring of patient vitals like blood pressure, glucose, weight, or pulmonary function to ensure there is real-time intervention and care by our care managers. Expand your sphere of care for those most in need and reduce emergency visits all in one move.

**NextGen Office** is more than just an EHR, PM, RCM, and Chronic Care Management solution. It is a cloud-based health IT ecosystem that supports your primary care practice in delivering high-quality, efficient, and profitable care. Contact us today to learn more about how NextGen Office can help you achieve your goals.

# BETTER STARTS HERE.

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