

Growing Pains of Transforming Vision into Reality

Founded upon a vision to see improved health outcomes for all people in Central Nebraska, Heartland Health Center started with great ideas but needed the right tools to capture revenue. During the health center's formative years, the staff did not have the resources to dedicate enough time to billing processes.

"In the beginning, we were learning by trial and error," said Mia Kopke, billing specialist for Heartland Health Center. "We needed help in posting payments promptly and correctly in order to collect revenue on a timely basis. In some cases, it took a year to post everything and send out statements."

When under a strict and limited budget, it was imperative to be on top of every aspect that went into payments. Heartland needed a solution to help speed up the turnaround time for collections and prevent revenue from slipping through the cracks, particularly potential revenue from denials.

THE SOLUTION

Heartland's mission thrives with better access to data

To improve financial management, Heartland partnered with NextGen Healthcare in October 2017. The implementation of NextGen® Enterprise and NextGen® Financial Analytics along with support from the company's RCM (revenue cycle management) team, helped them gain the initiative to advance their mission.

With the NextGen Healthcare analytics solution, Heartland can run provider-by-provider reports to review the percentage of visits and make sure coding is accurate. Staff members use filters to build reports that are personalized for each provider. They also use claim edit tools to catch errors in the EHR, which improves the accuracy of clinical and financial information.

"The NextGen Healthcare team lets us know when there's been a significant amount of denials in certain places to help reduce those gaps in payments," said Kopke. "Now, we can run accurate data reports and get solid numbers instead of guessing and taking a shot in the dark."

Among the measurable benefits are increases in patient numbers, payments, and encounters. On the administrative side, staff members are comfortable accessing data and working with the NextGen Healthcare team to maximize the solution's revenue capturing capabilities.

CLIENT PROFILE

Heartland Health Center, Grand Island, Nebraska

- FQHC serving Hall County since 2014 (2018 Population: 61,607, according to the U.S. Census Bureau)
- Mission: To be a trusted source of integrated healthcare in our community.
- Heartland Health Center provides medical, dental, and behavioral healthcare for underserved individuals and families.
- Services include pediatric care, men and women's health, geriatric care, dental exams and cleanings, extractions, fillings and crowns, integrated care, individual counseling, family and group sessions, cognitive behavioral therapy, and more.

NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Enterprise Financial Suite
- NextGen® Financial Analytics
- NextGen® Enterprise EHR and PM
- NextGen® Enterprise Patient Portal
- NextGen® EDR
- NextGen® EDI
- NextGen® Share

HIGHLIGHTS



Consists of **40** clinical providers and administrative staff members



Served an estimated **3,627** patients in 2018



Percentage of patients at or **below 200%** of Federal Poverty Guideline: 81.27%¹

THE BENEFITS

Days in AR drop significantly

NextGen Healthcare assisted in cleaning up Heartland's annual accounts receivable (AR) balances, which at one point was close to \$1 million in aging and is now below \$400,000. They removed what's non-collectible off the books and implemented new processes in file maintenance to help streamline and ensure accurate payments.

As a result, Heartland's days in AR have dropped significantly. For example, in August of 2019, there were an average of 30 days in AR. This is a significant improvement from the previous year, when in September 2018, the health center had 92 days in AR. These and other financial management efficiencies enhance abilities to put in the charges, get claim edits done, and achieve faster payments.

Mission advances to help more patients

By maximizing RCM capabilities, Heartland is able to invest more in health education and new clinical equipment to expand their mission to meet the community's health needs. This year, three new providers joined the staff. A quick care clinic recently opened in a separate location to offer patients the convenience of receiving care after hours.

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

Dustin Frey, Financial Director,
Heartland Health Center



HOW CAN WE HELP?

Partner with us at **855-510-6398** or **results@nextgen.com**.

¹ HRSA UDS Data Comparison Data for 2018, <https://bphc.hrsa.gov/uds/datacenter.aspx?q=d&bid=07E01086&state=NE&year=2018>

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