

# Jackson Heart Clinic Boosts Clean Claims Performance with Rules Engine

## THE CHALLENGE

Like many high-volume specialty groups, Jackson Heart was up against rising denial rates, lagging A/R, and the daily grind of manual coding corrections. They needed to clean up their claims pipeline, speed up reimbursement, and do it all without increasing staff.

Operating within a hosted EHR environment, the team needed a solution that could streamline operations without disrupting clinical workflows. A key challenge involved adapting internal processes to NextGen Healthcare's charge entry architecture, requiring staff to shift to more EHR-based entry than they had done historically.

## THE SOLUTION

Jackson Heart brought on the NextGen Charge Review Rules Engine to work alongside their existing NextGen Enterprise EHR and PM platform. The goal: automate the repeatable, surface the fixable, and give their team better visibility into where revenue was getting stuck. With six consistent users and no internal rule writers, NextGen Healthcare provided targeted training and implementation support to ensure adoption, alignment, and a smooth go-live.

Not only were they able to reduce manual review and improve billing accuracy, but they were able to accomplish this without adding any additional permanent staffing. This allowed them to better capitalize on the success of implementation and better realize the gains in revenue and efficiency.

Jackson Heart was also able to retain visibility and control without added complexity or resources. The Charge Review Rules Engine integrated seamlessly into their existing NextGen Enterprise platform, ensuring that implementation was seamless and integration was pain-free.

Jackson Heart now spends less time fixing errors and more time moving claims forward. The team achieved a tightly integrated setup that reduced manual intervention, improved clean claim performance, and helped them stay on track operationally, without disruption.

“RCE [NextGen Charge Review Rules Engine] was really successful and helped with our claims. I'd rate the team a 10 because they went above and beyond for us.”

**Misty Gainey, Director of Revenue Cycle**  
Jackson Heart Clinic

## HOW CAN WE HELP YOU?

Partner with us at **855-510-6398** or [results@nextgen.com](mailto:results@nextgen.com)

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## CLIENT PROFILE

### Jackson Heart Clinic

**Background:** Jackson Heart Clinic is a leading cardiology practice in Mississippi, offering comprehensive cardiovascular care across multiple locations. With a team of 35 providers, they manage approximately 10,500 patient encounters per month, utilizing NextGen Enterprise EHR and PM systems to support their operations.

### NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Enterprise EHR
- NextGen® Enterprise PM
- NextGen® Charge Review Rules Engine

## HIGHLIGHTS



**Launched** with 0 interruptions



**Improved** billing accuracy and reduced manual review



**Integrated seamlessly** with their EHR & PM

