

# Newport Orthopedic Institute Exceeds RCM Goals with Billing Automation

## THE CHALLENGE

From the beginning, Newport Orthopedic Institute set ambitious goals to reduce manual labor associated with their charge review process by 50%. Initially, they were looking to reduce repetitive coding errors. However, this led to charge corrections, unnecessary manual work, and delayed reimbursements, going against their original goal.

To correct their course, they would need a solution that can streamline their revenue cycle operation and adapt to an increase in provider workloads, all without increasing their permanent levels of staffing.

## THE SOLUTION

Enter NextGen Charge Review Rules Engine—an intelligent revenue cycle automation engine. By implementing automated charge corrections based on Correct Coding Initiative (CCI) edit logic and custom rules, Newport was able to significantly reduce manual intervention while ensuring CPT/HCPC/ICD10 code combinations were accurate before claims generation.

Beyond automation, custom rules and content translated into increased billing accuracy. Real-time reports and dashboards highlight these improvements, so providers see firsthand how their billing has improved, creating engagement at all levels.

Management at Newport Orthopedic Institute not only met their goals but exceeded them in terms of efficiency and accuracy. With NextGen Charge Review Rules Engine handling the heavy lifting, their team is now focused on more rapid billing throughput, ultimately improving cash flow, reducing denials, and driving revenue stability.

“The providers are engaged in creating rules themselves. They’re starting to think of clever ways to make the system work for them, even in smaller pain points. The physicians are most thrilled about how much less work they must do, such as ordering codes.”

**Lissa Owen, Director of Revenue Cycle**  
Newport Orthopedic Institute

## 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

### Newport Orthopedic Institute

**Background:** Newport Orthopedic Institute is the largest orthopedic and musculoskeletal group in coastal Orange County, CA. They provide a continuum of care ranging from conservative treatment to surgical intervention in every area of orthopedic care and serve their patients well by providing a high level of comprehensive care and service in every major orthopedic specialty.

### NEXTGEN HEALTHCARE SOLUTION

- NextGen® Charge Review Rules Engine

## HIGHLIGHTS



**Avoided** hiring additional budgeted staff



**Increased** practice billing performance



**Reduced** time to process charges

**70%**

**of billing issues** automatically corrected

**76%**

**Reduction** in time to process charges

