

Urology Clinics of North Texas Optimizes Revenue Cycle Workflows with NextGen Payment Management Services

THE CHALLENGE

As Urology Clinics of North Texas (UCNT) grew, they realized they needed processes and workflows that better expedite their payments.

“We experienced a lot of growth over several years, adding physicians and acquiring different smaller groups—and staffing challenges were a big burden,” said Shannen Rodriguez, Director of Revenue Cycle at Urology Clinics of North Texas.

These staffing burdens were further amplified by inefficient, manual processes that caused delays in payment posting and reconciliations. UCNT’s staff had to log in to both the clearinghouse and bank every morning. Staff then had to download, reconcile, and post files manually, causing delays and issues across the process.

Specifically, zero-pay ERAs were often overlooked, and the team struggled to manually verify payments and reconcile bank deposits. These inefficiencies led to delays in accounts receivable (AR) and revenue collection.

THE SOLUTION

Upon implementing NextGen® Payment Management Services and capitalizing on its automation, Urology Clinics of North Texas began better utilizing their staff and optimizing their processes.

Staff reallocation

At the time of implementation, UCNT reassigned existing staff to more integral roles across their front desk, charge hosting, AR, and authorization departments.

“We were able to reallocate staff based on staffing needs. We had a need, and we filled it with existing staff,” said Rodriguez.

Additionally, with simpler, automated workflows, they have neither eliminated nor added roles.

“Even with our growth, how we have been able to streamline the processes, there hasn’t been a need,” she explained.

CLIENT PROFILE

Urology Clinics of North Texas, PLLC

Background: Urology Clinics of North Texas, PLLC began in 1999 as a merger of several premier urology groups. Today, the practice has grown into a leading urology and oncology group with 69 providers across 23 locations in the Dallas-Fort Worth area. Their mission is to provide excellent care and treatment of urological disorders through courteous, caring, and efficient means.

NEXTGEN HEALTHCARE SOLUTION

- NextGen® Payment Management Services

HIGHLIGHTS



80% of transactions are completed with same day automation



30% reduction in manual payment posting



Optimized staff workflows & allocation

Automated payment posting

Automation has played a key role in improving operations at Urology Clinics of North Texas. UCNT quickly noted smoother posting turnaround and minimal errors during payment posting, with any gaps being promptly corrected.

They also appreciate NextGen Healthcare support that ensures their revenue cycle processes continue no matter what.

“It’s always helpful that there’s a team working and posting those payments even when our office is closed for holidays or occasional bad weather. That part of the revenue cycle process continues whether we’re open or closed. That is extremely helpful,” said Rodriguez.

Overall, the automations from NextGen Payment Management Services have improved EOB conversion rates, propelled efficiency, and minimized errors.

RCM & reporting enhancements

The team at Urology Clinics of North Texas has also stayed better informed thanks to automated payment management solutions and the Power BI dashboard from NextGen Healthcare.

Rodriguez noted the benefit of improved, real-time reconciliation reporting for their accounting team, explaining, “I think our accounting team loves this aspect because now, when they’re trying to reconcile the bank account at the end of each month, they’re able to go in and look at the deposit amounts, confirm with the posting amounts, and are usually right on the penny every single month. It makes them very happy.”

These process upgrades have enhanced cash flow visibility and improved financial oversight within the organization.

THE IMPACT

Automated workflows and alleviated staffing burdens have had a perceivable impact on Urology Clinics of North Texas. Implementing electronic payment processing has reduced manual payment posting at UCNT from 50% to less than 20%. Additionally, 80% of their transactions are completed with same-day automation, with exception handling completed within 48 business hours.

Through NextGen Payment Management Services, Urology Clinics of North Texas successfully automated their payment workflows, improved financial accuracy, and optimized staff utilization, ultimately enhancing both efficiency and revenue cycle performance.

“The technology, the timeliness, and the efficiency were things that we were looking for to take that manual process out of the picture and automate things a little bit more...

They’re able to go in and look at the deposit amounts, confirm with the posting amounts, and are usually right on the penny every single month.”

Shannen Rodriguez
Director of Revenue Cycle
Urology Clinics of North Texas

HOW CAN WE HELP YOU?.

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