

# AWESOME RESULTS

## NEW FQHC/CHC/TRIBAL HEALTH CLIENTS

These clients take advantage of NextGen® Enterprise Financial Suite Plus or NextGen® Enterprise Financial Suite Pro. Both solutions provide a combination of specialty-based support, managed services, and technology to better manage the revenue cycle.

### BILLING, COLLECTIONS, AND PAYMENTS



#### Increase in collection rate per encounter

On average, these clients experienced a 15% increase in collection rate per encounter. This key performance indicator (KPI) shows the amount collected for settled encounters compared to the amount billed.



#### Reduction in initial charge lag

These clients experienced an average decrease of 39% in initial charge lag. This KPI measures the time between the patient visit and when the first charge for the encounter is entered into NextGen® Enterprise PM. A reduction in initial charge lag indicates entering charges is taking less time.



#### Reduction in total charge lag

These clients experienced an average decrease of 71% in total charge lag. This KPI measures how long it takes from the date of the patient visit to process all charges for an encounter.



#### Reduction in days to bill

On average, these clients experienced a 25% decrease in days to bill. This KPI measures the time from when the initial charge is processed for an encounter to when the initial claim is billed.



#### Reduction in days to pay

These clients experienced an average decrease of 24% in days to pay. This KPI measures the time from when the initial claim is billed to when payment is allocated to the charge in NextGen Enterprise PM.



#### Reduction in days to pay when the client uses the NextGen Charge Review Rules Engine

The NextGen® Charge Review Rules Engine uses automation to increase the accuracy of billing. Before charges are imported into NextGen Enterprise PM, this solution checks them against pre-programmed coding rules and automatically makes corrections. On average, clients who used the NextGen Charge Review Rules Engine experienced a 55% decrease in days to pay.



#### Reduction in total processing time

On average, these clients experienced a 17% decrease in total processing time, which is the sum of charge lag, days to bill, and days to pay. This KPI indicates the average amount of time from the date of service until third-party payment is processed for an encounter.



### ACCOUNTS RECEIVABLE



Average reduction of 39% in days in accounts receivable (A/R)



Average increase of 15% in 0-30 days A/R aging\*

\*An increased proportion of receivables in the 0-30 days group indicates the time it takes to collect A/R is declining.

### DENIAL TRENDS



#### Decrease in denial rate

The percentage of claims denied by payers decreased an average of 45%. The cost of reworking denials averages \$25.00 per denial.



### NEXTGEN RCM SERVICES

FQHCs, CHCs, and tribal health clients achieved these KPIs by partnering with NextGen® RCM Services.

All practices began their partnerships before or at the start of the COVID-19 public health emergency and have utilized NextGen RCM Services for more than one year.



“What is the difference NextGen RCM Services made in our clinic? We can say now, ‘we are successful. It will get better. We will be able to provide better services to our patients.’”

— Business Office Manager  
Reno Sparks Tribal Health Center  
Northwest Nevada

### BETTER STARTS HERE

Join the more than 100,000 providers across the United States who use solutions provided by NextGen Healthcare to achieve their goals.

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

Because every medical practice is different, there is no guarantee regarding the results your practice may experience.

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