

Retina Consultants of Houston Improves KPIs and Increases Profits

Retina Consultants of Houston is the largest retina-only ophthalmology practice in Texas. They are also home to the Greater Retina Research Foundation, one of the country's leading sites for retinal research.

But growth did not come without business challenges. The administrative office hit a turning point when the practice outgrew the vendor hired to manage their revenue cycle. An antiquated billing system, poor communication, lack of transparency, and an apparent decline in investment in the revenue cycle management (RCM) team assigned to provide support—all of these factors signaled it was time for a change.

“My colleagues were frustrated. Items were being written off that shouldn't have been written off, verification of charges on the front end was poor, important items were being dropped and missed,” recalls Shawn Harkey, chief operating officer at Retina Consultants of Houston. “I started to look for other RCM service providers.”

THE SOLUTION

“I interviewed three or four companies. I decided that the RCM team at NextGen Healthcare had the best people in place as well as experience with retina. It seemed like they had capable team members,” says Harkey.

Since they joined forces, Shawn describes his experience with NextGen Healthcare RCM as cooperative and productive. “If there are problems or issues, which there always are, the NextGen Healthcare team works with us. They help us make sure issues are fixed whenever possible. Moving forward, we try not to recreate the same problems.”

Become aware of issues faster

“Plus, when issues arise, we're made aware of them faster,” says Harkey. “For example, with denials—if we don't hear about them until 180 days after the fact, we can't fix them. But our support team from NextGen Healthcare responds quickly. They tell us right away, ‘hey, here's our denials, here's the issues that we have.’”

“If we need to go line-by-line, the RCM team will go line-by-line with us. They'll work with either me or my team members when a resolution is feasible.”

CLIENT PROFILE

Retina Consultants of Houston

- Largest retina-only ophthalmology practice in Texas
- Specializes in diseases and surgery of the retina, vitreous, and macula
- Provides world-class expertise in the medical and surgical care of patients with retinal diseases while advancing science through cutting-edge research
- 14 Locations
- Two certified research centers that conduct investigator-sponsored trials and investigational pharmaceutical trials
- One of the top centers of excellence for research in the United States
- All physicians are board-certified by the American Board of Ophthalmology

NEXTGEN HEALTHCARE SOLUTION

- NextGen® Enterprise Financial Suite Pro

HIGHLIGHTS



Improved practice management including improved charge entry, payment posting, and A/R follow-up



Increased revenue through implementation of SOPs, more accurate billing, and obtaining funds through copay assistance programs



Improved speed of payment with 24 days in accounts receivable on average



Improved collections, with 96% of net collected in less than 60 days on average

15-20% Increase in cash per encounter

Improve reporting capabilities

Support from NextGen Healthcare also includes monthly close reports, with meaningful levels of detail, and timely response to one-off requests. “If we can’t run a report ourselves, we can usually run it with help from your team. Ancillary requests seem to be answered pretty quickly.”

“It feels like NextGen Healthcare acts as an extension of my office as opposed to an outsourced company with whom I rarely have interaction,” says Harkey.

Fine tune billing for complex care

Harkey gives an example of how the NextGen Healthcare RCM team helped Retina Consultants of Houston obtain better compensation for complex care. One ophthalmologist in the practice specializes in children and adults with retinal cancers. She spends a tremendous amount of time counseling and planning care for these patients. Much of this time was not being compensated.

The RCM team worked with this physician to fine tune her documentation and coding for time spent counseling and care planning. Now, claims related to these activities are almost never denied. She is being paid about \$200 to \$300 more per complex care visit.

THE RESULTS

To support Retina Consultants of Houston, NextGen Healthcare’s RCM team has helped the practice:

- Improve charge entry, payment posting, and A/R follow-up
- Implement standard operating procedures (SOPs), thereby enabling billing for more research-related activities and reducing drug write-offs
- Bill more accurately for highly nuanced, extended office visits for oncology-related care
- Bill for the fellow eye when treatment for one eye is funded by research—an opportunity to pick up new revenue
- Obtain funds from copay assistance programs run by pharmaceutical companies

Examples of key performance indicators (KPIs) Retina Consultants of Houston has achieved with support from NextGen Healthcare are listed below:

Key Performance Indicator	Results with support from NextGen Healthcare RCM
Speed of payment	14 days to pay on average 24 days in accounts receivable on average
Collections	96% of net collected in less than 60 days on average
Increased cash	15 to 20% percentage increase in cash per encounter
Accounts receivable	8% over 90 days less credits, including patient balances
Denial prevention	Average 3.5% denial rate

“We saw huge improvements in our metrics with NextGen Healthcare RCM. Our days in A/R are much less. We have much fewer drug write-offs. We’ve had jumps in revenue. We saw increases of cash per encounter of 15 to 20%. It’s been phenomenal.”

Shawn Harkey
Chief Operating Officer
Retina Consultants of Houston

Continued

“Overall money is definitely coming in faster,” says Harkey. “There are additional revenue streams. We’re collecting funds more effectively.

“The NextGen Healthcare team fights harder—not just for the low-hanging fruit but also for stuff that’s more difficult to collect. As a result, we’re making more money. We’ve seen that in our numbers, too.”



HOW CAN WE HELP?

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

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