

Cape Fear Eye Associates Improves Billing Experience for Patients and Staff

THE PROBLEM & SOLUTION

Cape Fear Eye Associates experienced an unsatisfactory number of denials from payers. Then they started using NextGen Eligibility Verification, which includes real-time edits (RTE) and real-time server (RTS) tools. RTE turned back the tide of denials by catching errors and ensuring outgoing claims were clean. RTS saved time in eligibility tasks by automating verification tasks.

The staff saves time with NextGen Background Business Processor, which automates processes for building reports, filing claims, and downloading electronic remittance advice (ERA). The billing department has noticed that patients find it easier to access payment plans via the practice's patient portal because it allows them to pay down a balance over time.

NextGen Patient Pay powered by InstaMed was another big step forward in streamlining the payment process. When a patient pays a bill online, the payment integrates into an end-of-day file.

"When you post a payment in NextGen Patient Pay powered by InstaMed, you can put it in at the account level. This saves time and makes it easier for the billing department to balance at the end of the day," said Cynthia Suggs, former practice administrator at Cape Fear Eye Associates. "Soon we will have credit cards on file to save even more time when collecting payments."

With these tools implemented and changes made within the practice, Cape Fear Eye Associates has increased revenue collection and saved staff time. As a result, the front-office staff is able to spend more of their time with patients to make them feel at home.

THE IMPACT

See a patient's collections status

When a staff member wants to know the status of a patient's payment, they can see if their bill is at a collection agency or with in-house collections. As the patient makes an appointment, an alert populates, stating that the patient is in collections. The billing department is then contacted and works with the patient over the phone to arrange payment before they can make another appointment.

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Cynthia Suggs, Former Practice Administrator, Cape Fear Eye Associates

CLIENT PROFILE

Cape Fear Eye Associates

Location: Fayetteville, NC

Background: For more than 40 years, Cape Fear Eye Associates has provided medical and surgical eye care throughout Fayetteville and surrounding counties in North Carolina. They specialize in LASIK and cataract surgery, as well as treatment and management of glaucoma, corneal, and vitreoretinal disorders.

NextGen Healthcare Solutions:

NextGen® Enterprise EHR

NextGen® Enterprise PM

NextGen® PxP Portal

NextGen® Patient Pay powered by InstaMed

NextGen® Eligibility Verification

NextGen® Background Business Processor

“NextGen Healthcare can do what many systems cannot do—see a patient’s status of collections,” said Suggs. “The collection module works extremely well in helping us get payments from previous visits prior to a patient’s next appointment.”

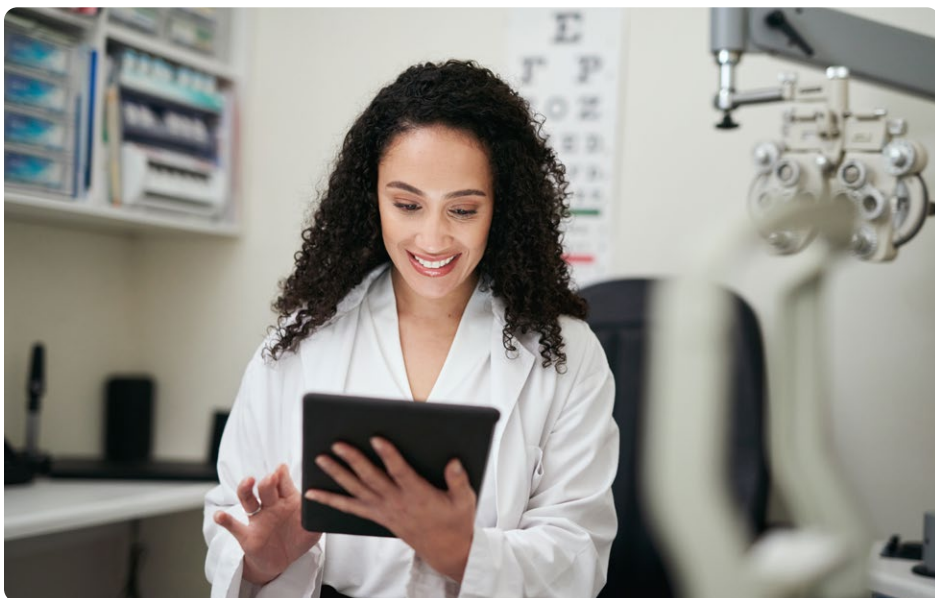
Set up KPIs with financial analytics

With a better grasp of financial performance, Leo Swift, chief operating officer at Cape Fear Eye Associates, can establish key performance indicators (KPIs). For Swift, financial analytics help navigate the practice toward future success.

“We can share these KPIs with doctors to show new patient growth, their patient schedules, how many patients are keeping their appointments, and other metrics,” said Swift. “It’s a great tool to communicate our goals, where we’re at, and where we want to go.”

See the NextGen Healthcare support staff as family

“I love the support staff who helps us with these solutions. Everybody there knows me, and they know my work ethic. The way you treat people is the way people will treat you, and they treat me well. I do have to say that because, again, they are my family,” said Suggs.



HIGHLIGHTS



Reduced
denials from
payers



Saved time on
eligibility tasks



Streamlined online
payment processes



Improved
collection
processes



Established KPIs
to ensure future
growth

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*Leo Swift
Chief Operating Officer
Cape Fear Eye Associates*

Talk to an expert today.

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

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