

A CASE STUDY:

Partnership Approach Puts Practice Back Into Physicians' Hands

EMERGENCY MEDICINE CONSULTANTS OF NASHVILLE, INC. | NASHVILLE, TENNESSEE

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President of EMC

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~ Lee Ann Kennedy
Sr Operations Manager, MMP

The Organization

Emergency Medicine Consultants of Nashville (EMC) is an emergency medicine practice of 10 physicians. EMC provides emergency services to St. Thomas Hospital, one of the area's largest cardiac care facilities. The group averages approximately 35,000 visits annually.

Challenges

EMC's previous billing company was owned by the group's preceding president. When the physician left the group, EMC decided to seek out a partner that could boost their financial performance and provide a wider array of financial services. EMC's physicians wanted greater control of the billing process, better communications and more reporting from their billing company. Another local emergency medicine group suggested its billing company, Medical Management Professionals (MMP), to EMC.

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Solutions

MMP was invited to conduct a practice review of EMC. A thorough examination of reports from the previous billing company and a review of the group's current dictation practices revealed a startling lack of proper physician documentation. MMP immediately suggested a documentation-coding audit and in-service for physicians provided by MMP coding staff.

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MMP began providing full practice management services for EMC from the MMP office in Clarksville, Tennessee. The office already was staffed with experts in emergency medicine billing and coding.

Before MMP started educating physicians about proper documentation techniques to optimize group revenue, EMC's average payment per case was \$88.72. Today, thanks to continual education and resulting improved documentation, EMC has increased average payment per case by 31 percent, to \$116.75.

"We feel like we have a finger on the pulse of our practice, due to monthly meetings between our physicians and MMP financial and operations managers and their understandable presentation of the numbers," Dr. Marsden says. "We are made aware of net collections, what is denied and why, our average number of days in Accounts Receivable, and many other pieces of our practice that our previous billing company kept to themselves."

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Cost Savings

In addition to boosting revenue, MMP helped EMC significantly reduce its malpractice premiums by working with the Tennessee's State Volunteer Mutual Insurance Co. to institute a malpractice slot policy that provides coverage for the number of patients seen, as opposed to covering each physician with an individual policy.

Another costs saving project involved converting the bank lock box system.

"The original sentiment when we changed billing companies was that we wanted greater control of our operations," Dr. Marsden says. "After a short time with MMP, we were comfortable enough with the relationship that we decided to allow them to perform the deposit function for us. The staff is making daily deposits in the billing office that will save EMC approximately \$7,000 annually. That money goes directly to our bottom line."

MMP continues to be involved in EMC's planning for future growth and helped the group assume management of a 10-bed observation unit in the new chest pain center at St. Thomas Hospital.

"MMP is our partner in business," says Dr. Marsden. "We enjoy a very strong relationship and rely on MMP's expertise in all our financial matters."



For additional information, or to receive a proposal,
please call **1.877.541.9690** or email
emergency@cbizmmp.com

Based in Chattanooga, Tennessee, MMP has more than 80 offices and 2,000 employees nationwide. Founded in 1993, MMP serves more than 3,000 hospital-based physicians across the nation and boasts the highest client retention rate in the industry. www.cbizmmp.com