

A CASE STUDY:

Three Billing Improvements Yield One Measurable Result for a North Carolina Emergency Practice

ASHEBORO EMERGENCY PHYSICIANS | ASHEBORO, NORTH CAROLINA

The Organization

Medical Director and Board Chair:

Jody Osborne, MD

Group Board Treasurer:

Scott Hill, MD

Number of Annual Visits: 39,000

MMP client since 2010

"MMP provided monthly feedback that showed us our reimbursement status, and Asheboro's documentation and coding acuity has improved significantly because of it. MMP has far exceeded the increase in revenue it estimated for us at the onset of the partnership."

~ Scott Hill, MD

Asheboro Emergency Physicians
Board Treasurer

Prior to its transition to Medical Management Professionals, Inc. (MMP), Asheboro Emergency Physicians suspected it was losing revenue. What the group feared more was losing money during a transition with a new billing company. The group's fears were unfounded when MMP gained full cooperation from the group's current billing company, worked closely with the hospital, trained Asheboro's staff, and notified payors in order to create a seamless transition. According to Scott Hill, MD and group board treasurer with Asheboro Emergency Physicians, "our greatest concern was going from one billing company to another, but the transition was outstanding because we lost nothing and gained a lot – mostly due to efficient execution and planning on the part of our MMP billing team."

Three areas within the group's billing operation required more focus and improvement: coding, documentation and self pay eligibility verification. What transpired was one measurable result.

Coding

First, MMP provided Asheboro with fully trained clinical professionals to code all billable services, and MMP's director of coding quality assurance monitored the accuracy and compliance of its coders with random audits. Coding was performed on a payor-specific basis for both procedures and diagnoses, which greatly improved the group's acuity. **Asheboro's gross charges increased significantly due to higher coding acuity and MMP's suggested fee schedule updates.**

Documentation

MMP saw a need for aggressive on-site, in-service documentation training from certified coders. The training covered documentation guidelines, regulatory and compliance updates and feedback including individualized provider performance reports. MMP professionals also gave the group coding feedback and education regarding state-specific CMS coding and reimbursement techniques, which remains ongoing. **MMP shows the group document deficiencies in monthly reports available online via a secure client portal and which show ongoing improvements in its critical care percentages.**

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Self Pay

MMP's goal was to minimize the incidence of self pay and to process claims to insurance carriers. Therefore, it electronically connected with various hospital entities to integrate demographic data exchanges, electronic chart transmissions and hospital implemented electronic patient records. Each self pay account was also screened for Medicaid eligibility. **Self pay percentages have decreased since MMP took over, because MMP conducts three eligibility checks for all self pay accounts.**

One measurable result: Increased revenue.



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

Medical Management Professionals, Inc. (MMP) was founded in 1993 and is a provider of billing and practice management services to emergency medicine physicians. It currently serves more than 50 emergency medicine practices with more than 1000 emergency physicians combined. MMP's flexible solutions range from billing-only services to full-practice management services. For more information about MMP, visit www.cbizmmp.com.