

Since 2003, Midwest Nephrology has cared for those affected by kidney disease. From early kidney disease to post transplant care, the practice's board-certified physicians provide individualized treatment to address the needs of renal patients, and treat conditions affecting the kidneys such as hypertension, autoimmune diseases, acute kidney injury and electrolyte issues. Midwest Nephrology physicians are on staff and provide care for patients at three St. Louis-area hospitals.



"I would feel very confident recommending the RCM360 team to anyone. They have the knowledge and expertise to handle any kind of practice, and any size of practice. The team delivers a high level of care to the practices they serve and take a genuine ownership in collecting money for services that have been provided. Any practice manager or physician would be happy to have them as a partner.

- Stacey Loomis
Practice Manager

The Situation

Medical practices of all sizes strive to provide the best patient care while managing the business of healthcare, monitoring their financial wellbeing to enable growth and sustainability. Many turn to outsourced billing companies to help them manage their revenue cycle, ensure that claims are properly submitted, denied claims and aging receivables are promptly addressed, and they are getting paid for the services performed. However, it's common for practices to experience disappointing results from their billing companies and seek a solution to improve their revenue cycle management, increase profitability, and grow their business. Working with an RCM partner who internalizes the practice's goals and puts in the hard work necessary to ensure claims and receivables are collected is a key factor in putting the practice on the road to success.

The Challenge

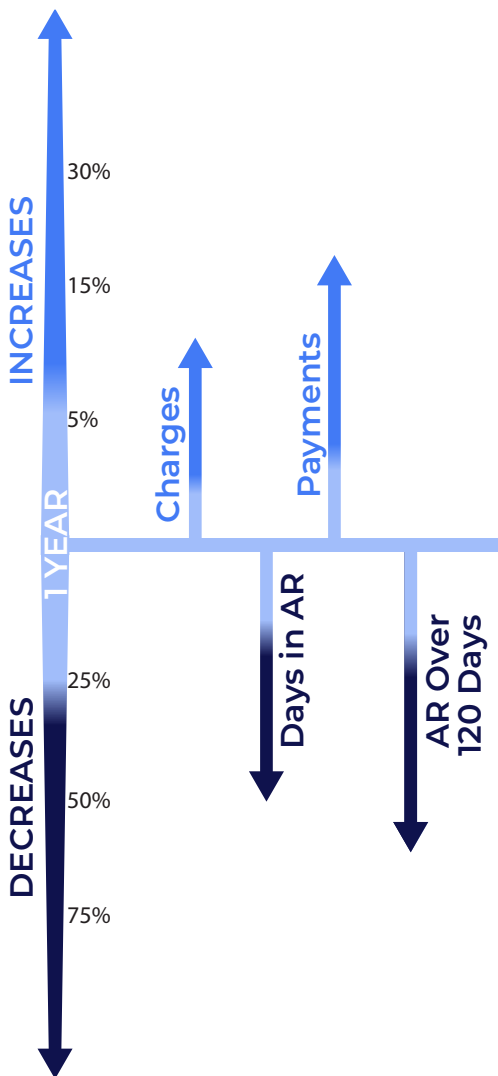
Midwest Nephrology was in the midst of a focused and deliberate growth plan when they reached out to RCM360. The practice had previously contracted with five billing companies over the years and found that the level of service and care they had been receiving was not in alignment with their financial goals. They discovered that they had been missing opportunities to collect payments for services they had provided, and felt their business called for a partner who would help them identify ways to not only collect the money, but also to explore ways they could leverage their eClinicalWorks® data to increase patient visits for needed care. Midwest Nephrology sought a firm with eClinicalWorks expertise who would take ownership in the responsibility for their revenue cycle management, ensuring progress towards their collections and growth goals. They turned to RCM360 to fill this role and were quickly pleased to experience the difference.





About RCM360

RCM360 is a team of eClinicalWorks billing and optimization specialists with over 100 collective years of experience helping practices with their revenue cycle management needs. We've worked with countless provider groups, and have seen firsthand the challenges they face with their billing and collections. That experience has allowed us to develop a solution for just about any problem – solutions which routinely result in increased cash flow, reduction in rejected claims, payment of old claims.



How RCM360 Helped

RCM360 took a hands-on and collaborative approach to the work with Midwest Nephrology, putting processes in place that were patient-centered, efficient, compliant, and leveraged best practices in eClinicalWorks billing and medical office workflow. With both technical knowledge and practical experience in medical billing, the RCM360 team offered the solutions Midwest Nephrology needed to transform the practice's goals into a reality. The work included:

- Establishing reporting to identify and address denied claims.
- Developing rules for claims to encourage providers to more quickly complete and lock their notes.
- Creating processes for accurately entering hospital charges.
- Assigning a certified coder and dedicated account manager to provide assistance and hold weekly check-in calls.
- Capturing patients who were not scheduling their ongoing care appointments.
- Creating custom reports to identify where opportunities for additional revenue existed.

The Results

The close partnership between RCM360 and Midwest Nephrology has delivered significant results. The practice felt heard and valued despite their small size and have been able to progress towards their goals. During their first year working with RCM360, Midwest Nephrology:

- Increased Charges by 11%
- Increased Payments by 17%
- Reduced Days in AR by 50%
- Reduced AR over 120 Days by 58%

Ultimately, Midwest Nephrology grew their business both through increased collections and new opportunities to deliver services to their patients. This growth occurred while further enhancing their delivery of outstanding patient care through ongoing patient engagement.

