

Performance Orthopaedics & Sports Medicine Experiences Efficient Reimbursements with Revenue Cycle Management in modmed Orthopedics™



“Modernizing Medicine understands billing and orthopedics, so I feel confident that our billing and collections are in good hands. Their orthopedic specialists manage and monitor our financial performance so we don’t have to. Having RCM combined with EMA™ has streamlined our clinical and billing processes, enhancing our workflow without sacrificing time.”

— STEPHANIE MARTIN, MD

KEY BENEFITS

Orthopedic-specific solution suite includes electronic health record (EHR) and practice management systems, plus revenue cycle management (RCM) services

Billing and coding experts manage the billing and RCM process

Trusted vendor establishes confidence in billing

Streamlined workflow and efficient processes help optimize cash flow

SEEKING A NEW SOLUTION

Performance Orthopaedics & Sports Medicine, located in Atlanta, Ga., had previously outsourced their billing operations but struggled to find a company they could trust. After previous solutions had negatively impacted the business, Dr. Stephanie Martin, board certified sports medicine and pediatric orthopedic surgeon, was determined to find a resolution.

“The first company we utilized kept dropping the ball and couldn’t justify why. After years of unexplainable mistakes, we switched to a well-known company, assuming they were credible. Unfortunately this situation ended up being worse. During the sales process we asked all the right questions and we received all the right answers, but when we went live it was a totally different experience than what was sold to us,” Dr. Martin explained. “My practice manager’s time became

consumed with having to work every denial and claim that came through, which the vendor promised to handle. If that weren’t enough, their support couldn’t answer any of our questions. It became clear that this company didn’t understand billing so after a short few months, which felt like years, we discontinued the service.”

MODERNIZING MEDICINE IS THE REAL DEAL

Dr. Martin made the decision to outsource the billing operations with Modernizing Medicine’s Revenue Cycle Management services that integrate seamlessly with the orthopedic-specific EHR system, EMA. With RCM, the processes that impact revenue from the first patient contact to paid account balances are managed, which is exactly what Dr. Martin had been searching for.

Dr. Martin shared, “We have experienced much success in using EMA and have established trust with Modernizing Medicine. If we ever have an issue, Modernizing Medicine will work with us until it’s resolved and own the responsibility. When I learned that they also offered orthopedic-specific billing and RCM services I knew this solution was what we had been looking for. Having RCM combined with EMA has streamlined our clinical and billing processes, enhancing our workflow without sacrificing time.”

“Modernizing Medicine understands billing and orthopedics, so I feel confident that our billing is in good hands. Their orthopedic specialists manage and monitor our financial performance so we don’t have to. Previous companies didn’t have great financial reporting capabilities, but with Modernizing Medicine’s RCM services we get regular reports with detailed financial information. Now we’re able to track claim denials, patient collections and other relevant measures of profitability to help grow our business.”

FOCUS ON THE PRACTICE AND OUR PATIENTS

Performance Orthopaedics & Sports Medicine immediately saw the value in letting the orthopedic billing specialists at Modernizing Medicine manage their revenue cycle, allowing Dr. Martin and team to focus on patient care.

Janelle Watson, Practice Manager, shares, “In the past, even though we were outsourcing our billing, most of my day was spent making sure charges were going out correctly or on the phone with insurance companies figuring out why claims were denied. I couldn’t perform full time billing duties and manage the practice; it became too overwhelming. With RCM, the Revenue Cycle Advisors at Modernizing Medicine not only process claims but also monitor them in real time until payment is received, which has aided in more efficient reimbursements. This information is also easily accessible to me should I wish to view charges or check on the status of a claim, for example.”

“Modernizing Medicine also performs patient courtesy collection calls to remind patients’ of their outstanding balance. This is beneficial for increasing collections and the calls are also noted to refer back to if a patient claims they didn’t know they had a balance. This is just another example of how RCM aids in getting us the payments we deserve,” Janelle said. “Unlike our experiences with previous companies, the Modernizing Medicine team is always available and equipped with answers because they are the experts. I’ve been able to shift my focus back to our patients and running the practice instead of managing our billing processes, and for that I am grateful.”



To learn more about the products Dr. Martin discussed, please request a demo at www.modmed.com or call 916.827.3111

