

Danville Dermatology Increases Collections and Efficiencies with modmed Dermatology's Revenue Cycle Management



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- Marie Miller, Office Manager

Key Benefits of modmed Dermatology's Revenue Cycle Management (RCM):

- Dermatology-specific solution
- Management by billing experts increases revenue potential
- Specialized billing processes improve financial performance
- Courtesy patient calls drive higher collections

Background

Danville Dermatology, located in Danville, Ky., has been in practice for over 35 years specializing in general, surgical and cosmetic dermatology services. As the practice continued to grow, the staff was faced with numerous in-house billing challenges. In an effort to increase efficiency and revenue, the leaders at Danville Dermatology made the decision to outsource their billing operations with RCM services that integrate seamlessly with their electronic health record (EHR) system. By selecting RCM services, the processes that impact revenue from the first patient contact to paid account balances are managed, which far surpasses basic medical billing and is exactly what Danville Dermatology needed to improve their revenue cycle.

Marie Miller, Office Manager, explains, "In addition to running our office operations, I was also managing all of our billing. Getting the correct information billed out in a timely manner was becoming challenging and I was spending an overwhelming amount of time managing denials. I have billing experience but with limited staff resources and government mandates approaching, it was becoming too much to handle. We were apprehensive about giving up control of our billing process but as our accounts receivables were climbing, we knew we needed help."

A Vendor We Can Trust

"Selecting a vendor to outsource our billing was an easy decision. I had received an email communication from Modernizing Medicine explaining their RCM services. We had been utilizing their specialty-specific EHR system, EMA™, since 2013, which had proven to save us time and increase clinical efficiencies in our office. We trusted Modernizing Medicine with our EHR system, why wouldn't we trust them with our billing? We pushed our fear apprehensions aside, made the decision to move forward with RCM and never looked back," shared Marie.

"Our practice immediately began to see improved financial performance and our denials went from over 15 percent down to 2 percent. We have a dedicated account manager

that is with us every step of the way and I'm able to contact her with any questions, which are always followed up with an immediate response. Modernizing Medicine's well established processes, modern technology and continued ongoing support make us feel like we are their only customer and we really value that."

Dermatology Billing and Coding Experts

The billing specialists at Modernizing Medicine are dermatology certified coders by the American Academy of Professional Coders (AAPC), which provide Marie with confidence knowing her billing process is in good hands.

"With Modernizing Medicine's RCM services, I have peace of mind knowing that we can leave the billing aspect of our practice to the experts so we can focus on patient care. EMA was also designed with the ICD-10 codes built in to the system for automated coding. EMA coupled with RCM has increased efficiencies and streamlined workflow and billing processes at the point of care. By having the

pertinent information we need readily at our fingertips through Modernizing Medicine's technology along with the patient support team available for billing questions, we are fully equipped to be successful," said Marie.

Increased Collections Equals a Happy Practice

Modernizing Medicine performs patient courtesy calls that remind the patient of their account balance. These reminders in addition to lowering claim denials have increased Danville Dermatology's net collections by 20 percent in less than three months.

"Since using RCM, our patient collections have been the best they've ever been and our accounts receivables have decreased significantly. Modernizing Medicine manages the entire billing process, from the time the patient comes in until the time we are paid and we have 100 percent visibility in real time throughout that process. We can now focus on what we do best, providing quality patient care. We couldn't be happier with our experience thus far."



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