

Client: Capital Dermatology

- Founded in 1994
- A four-physician, high volume dermatology practice, based in Alexandria, VA
- Offers medical, surgical and cosmetic dermatological care for patients of all ages



Background

In 2009, Capital Dermatology was handling patient records, billing and other practice management tasks using a paper-based system. Realizing the need to move to an electronic solution, practice founder Bruce Glassman, MD, selected Nextech integrated EMR and PM system based on the company's reputation as a leading solution provider for specialty practices. While this added increased efficiency, by 2013, Bruce Glassman, MD, the practice's founder, recognized that working with an outside billing vendor was still a major obstacle. In order to strengthen the practice's bottom line, Glassman searched for a partner that would allow Capital to own this information while providing a real-time, single view of the revenue cycle.

Problem

Capital Dermatology worked for several years with a third-party billing partner that handled the practice's insurance claims and billings. However, because the data resided with this service, Capital found it was difficult to analyze its revenue cycle without real-time access to this information. This created an insurmountable obstacle to proactively managing the practice's performance.

Solution

The practice, which had been running an electronic medical record (EMR) and practice management (PM) solution from Nextech for four years, turned to MediGain Practice Management, a provider of billing and reimbursement services. Through the two companies' exclusive partnership, this created a fully integrated solution that seamlessly paired Nextech's EMR and PM solution with MediGain Practice Management's revenue cycle services.

Results

- Nextech and MediGain Practice Management maintained the practice's high rate of billing collection at 99.76 percent
- The integrated Nextech-MediGain solution now allows real-time medical record and billing transparency
- A smooth, speedy transition caused little to no disruption in the practice's revenue cycle

The Fix

Wanting more control and transparency in the billing process, Capital turned to MediGain Practice Management. The primary factor that led to this decision is MediGain Practice Management's exclusive partnership with Nextech, which seamlessly pairs MediGain Practice Management's billing services with Nextech's EMR and PM solution. By choosing this vendor combination, the practice was able to work from one source to eliminate compatibility problems and errors that often arise when trying to interface multiple data streams and formats.

Executive comment

"I always thought the best thing about Nextech is that the practice management system and EMR are integrated. Everyone at Nextech and MediGain Practice Management has been great. There wasn't a hiccup in my receivables and collections, and they all worked very hard to complete the implementation as quickly as possible."

Bruce Glassman, MD

Founder
Capital Dermatology

The Go-Live

Once Capital Dermatology selected MediGain Practice Management to provide billing and revenue cycle services, the practice set a handful of goals: a smooth deployment that minimized practice disruptions; a transition that would allow it to preserve its very high rate of payment collection; and more control and real-time visibility of its billing process.

With the practice's prior vendor, obtaining billing updates was a cumbersome and slow process. "Everything was a one way conversation with the other company because we didn't own the data," says Glassman. "We were at the point where a one-way conversation was not meaningful. It was very important that we have a two-way conversation, with transparency, so everyone could know what was going on in real time rather than having to depend on a series of phone calls back and forth to get the information we needed."

The transition to MediGain Practice Management was smooth and efficient.

The large amount of data collected by Nextech also allows MediGain Practice Management to provide comprehensive analytics reports, helping Capital ensure it remains compliant while receiving proper payment for its services.

Glassman said that the level of trust he has with his vendors gives him peace of mind. "It is very helpful to have compatibility between the billing service and the software vendor because they need to work hand-in-hand to make it all successful," he added. "As the point person, it's a settling experience to know (Nextech and MediGain Practice Management) talk to each other and effectively resolve any problems that come up so I can keep out of it."

The Success

Capital's clean claims now range between 98 and 99 percent. Such a high rate of claim acceptance by insurers is a hallmark of a well-oiled billing operation. Currently, the practice boasts collections of 99.76 percent of billings, a rate that is virtually unheard of in healthcare.

"Everyone at Nextech and MediGain Practice Management has been great," Glassman concluded. "There wasn't a hiccup in my receivables and collections, and they all worked very hard to complete the implementation as quickly as possible."

