

Dermatology Practice

with 35,000 annual patients Visits



CASE STUDY | Documentation Deficiencies Reduced by 64% resulted better coding and collections up 35%

DERMATOLOGY AND PLASTIC SURGERY PRACTICE

- > Chicago, Illinois
- > More than **35,000** patient visits annually

35,000

CRITICAL ISSUES

- > Poor documentation quality
- > Under coding issues
- > Many paper based process with no EMR
- > Coding accuracy and modifier usage
- > Poor collections from Medicare and other payers

RESULTS

- > Improved collections by **35%** annually
- > Introduced EMR and PM in the daily processes
- > Automatic patient insurance verification
- > Reduced annual documentation deficiencies by **64%**, totaling \$165K additional revenue
- > Improved coding accuracy
- > Improved quality of documentation through regular education & feedback

35%

64%

Multi physicians, multi locations dermatology practice in Chicago, Illinois with more than 35,000 patient visits used the practice's in-house billers and coders' team, but was experiencing below average patient charges and collections.

Challenges

A lack of documentation education and feedback resulted in poor documentation quality, negatively impacting the overall revenue for the practice. No EMR used in their practice with lot of processes were still in paper based.

Additionally, significant down-coding were noticed when M-Scribe audited a sample available paper charts. It was very evident when M-Scribe auditing team evaluated receivables showed below average reimbursement from Medicare, and other prominent insurance companies.

The M-Scribe Solution

M-Scribe's comprehensive services include customized documentation education and regular feedback to help physicians accurately document the medical decision making process that occurs with their patients. We also train office staff and provider how to use EMR and enjoy its benefits. Our thorough and meticulous billing protocols ensure payments received match contracted reimbursement rates.

Results

Collections for practice have increased more than 35%, and M-Scribe is exceeding original projections by 21%. A customized documentation program including monthly feedback has improved the overall quality of documentation significantly. Deficiencies have declined by 64%, resulting in an additional \$165k in revenue annually.

M-Scribe also improved the Managed Care reimbursement terms for two of the group's largest PPO payers. Each payment received from these payers, as well as Medicare, and other contracts are matched to the payers' contracted rates, ensuring proper payment and maximized collections.

Case Study