

ATTRACT NEW STAFF AND DRIVE GROWTH

THE CHALLENGE

Financial trouble leads to unhappy providers

Capital Women's Care stood at a critical juncture—to remain a private practice and continue to grow, they needed to better manage their revenue cycle. Attempts to outsource billing had been frustrating. Among the most troublesome issues were increasing accounts receivable (A/R) days and lack of denial management. To achieve their revenue cycle management (RCM) goals, they needed a robust, scalable healthcare technology solution.

“Our providers were unhappy, and we were experiencing difficulties in getting providers to join Capital Women's Care,” recalled Debbie Redd, chief executive officer and president. “We needed to modernize our revenue management and needed a partner who could provide the right talent with the right technology.”

THE SOLUTION

An expanded partnership leads to growth

Capital Women's Care needed a partner who could improve their A/R visibility, provide back-office support, and offer meaningful data analytics. The search for a solution led the practice to expand their partnership with NextGen Healthcare by adding NextGen® Financial Suite to their existing NextGen® solutions.

“NextGen Healthcare provided us with a plug-and-play RCM implementation that took care of our IT needs,” said Redd.

With a robust revenue cycle management in place, Capital Women's Care was able to eliminate slowdowns in billing, largely because their internal team worked well with external team from NextGen Healthcare.

THE BENEFITS

Implementing NextGen Financial Suite helped Capital Women's Care:

- Build an efficient back office that functions as the backbone of the practice
- Concentrate on charge entries and getting processes right on the front end
- Focus on expanding the practice
- Manage data more efficiently with support from analytics provided by NextGen Healthcare—making use of insights and denial reports to improve the revenue cycle

CLIENT PROFILE

Capital Women's Care

- Largest OB-GYN group in the mid-Atlantic region
- 75 locations in the Maryland, Virginia, and Washington, DC
- Manages more than 200 providers
- Coordinates with specialists to address individual medical needs, including second opinions, oncology services, high-risk pregnancy care, ultrasounds, and surgical procedures
- Offers outpatient gynecological surgery and osteoporosis screening

NEXTGEN HEALTHCARE SOLUTION

- NextGen® Financial Suite

HIGHLIGHTS

82% **Decreased** A/R days by 82%, from 111 to 20

99% **Achieved** a 99% net collections rate



Earned recognition as an MGMA Top Performer – 90th percentile



Improved provider recruiting due to RCM success

Enhanced financial results attract new staff and drive growth

Concentrating on the front end has resulted in success on the back end for Capital Women's Care. A/R days are now fewer than 20, and they have several million dollars in billing, which is attractive to providers.

Providers also like that payments received go right to a lockbox. They don't worry about billing, which gives them the freedom to focus more attention on patients.

"We don't need to market to attract new providers. They contact us," said Redd. "Our providers realized it's difficult to manage health IT and run a successful practice, so they're faced with choosing between a hospital buyout, retirement, or merging with another practice. Our providers are happy to merge with Capital Women's Care because they see firsthand how we understand what we're doing with RCM."



"Some people think you lose control when you outsource your billing, but with NextGen Healthcare, that's far from the truth."

Debbie Redd, Chief Executive Officer and President
Capital Women's Care

HOW CAN WE HELP YOU?

Partner with us at **855-510-6398** or **results@nextgen.com**.