



# Stop chasing your revenue—eliminate claim denials at first pass

## The role of a RCM partner

Keeping pace with change is vital to sustain and scale your business. A revenue cycle management (RCM) partner focuses on critical financial details, which allows your practice to maintain the big-picture perspective necessary for effective healthcare delivery.

A partnership approach is more beneficial than a completely outsourced relationship. Your practice should expect a level of shared accountability from a dedicated RCM partner, which allows your staff to shift their focus from financial management to other essential functions, such as high-quality care.

## Stop chasing your revenue

It's vital for your financial health to keep up with claims, eliminate denials before they occur, and ensure you get reimbursed promptly. Along with claim automation services, predictive analytics, and A/R follow up, the Revenue Cycle Management Services (RCMS) team at NextGen® Office uses a claim edit tool designed to streamline the process and improve your cash flow.

## Here's how it works

Nightly, our RCMS team scrapes off all encounters completed at your office each day and runs them against thousands of third-party payer, LCD, NCD, and CCI edits prior to the claim going to the clearinghouse. We pump data out of the NextGen® Office Practice Management (PM) solution, scrub it against the claim edit tool, and moments later, the claim editor issues a report on your practice. The report provides the exact line that needs to be corrected, how to correct it, and insight on why the error occurred. There is no autocorrect function, so our team of experienced professionals takes this report and makes the necessary changes within NextGen Office PM.

The claim edit tool includes all data content and rules needed to adjudicate and price claims under multiple Medicare Part A and Part B fee schedules. It also provides all coding and billing edits for multiple types of professional and institutional claims.

Without the added help of the claim editing tool:



**18%**  
of denials will  
*never be collected*



**15–20%**  
of all claims are *rejected*



**60%**  
of lost/denied claims  
will *never be resubmitted*



**\$25.20**

Average practice cost to  
rework a single claim

Our RCMS team sends out about **35,000 claims** a week. Ensuring they are clean is essential. The claim edit tool allows us to risk mitigate sending out claims that will be rejected or denied, reduces days in A/R, improves cash flow, and relieves administrative burden.

More ways our RCMS team can help include:

## Predictive analytics

Naturally, medical practices are concerned about the trajectory of their revenue stream. Using our analytics platform, the NextGen Office RCMS team can leverage real-time data and use it to project future trends that medical practices may utilize. When practices have questions about their revenue and cash flow, our client managers can provide answers.

## Peace of mind

Financial challenges can become more manageable when you have a trusted advisor taking care of your vital business functions and expertly navigating you through uncertain times. The NextGen Office RCMS team continues to submit claims, follows up on A/R, and supports the patient experience on behalf of clients.

## Claims automation and follow-up

The NextGen Office RCMS team can automate claims formatting and review as well as execute follow-up work that would otherwise place undue burden on short-staffed medical offices. Our A/R follow-up personnel can respond quickly to resubmit denied claims and help minimize delays to cash flow.

# BETTER STARTS HERE.

Partner with us at **877-523-2120** or email [ngosalesteam@nextgen.com](mailto:ngosalesteam@nextgen.com)