

MEDENT CASE STUDY

Physician Practices Stabilize Cash Flow with Clean Claims

Since 1968, MEDENT has delivered on its vision to provide medical practices with excellent software and support. The company's 250 employees work tirelessly to perfect MEDENT's Meaningful Use-certified, all-in-one electronic health record (EHR), patient portal and practice management (PM) system solution. MEDENT's commitment to quality has generated a loyal customer base of roughly 9,500 clinicians in 1,850 practices representing 26 specialties.



A partnership that creates value

For more than 20 years, MEDENT has integrated Emdeon's eligibility, claims processing, remittance for autoposting and other revenue cycle solutions within its software. MEDENT selected Emdeon as a transactions partner because Emdeon demonstrated a willingness to help MEDENT deliver a complete solution that would enable practices to receive accurate reimbursements in a timely manner. MEDENT also appreciated Emdeon's ability to support a wide range of insurance carriers through its clearinghouse.

The real winners of this relationship are MEDENT's physician practice customers who use the reliable, efficient and cost-effective PM application to help reduce labor costs, keep accounts/receivable days in check and cash flow at the highest possible levels.

Practices achieve measurable results

To go along with its customers' high satisfaction rates, MEDENT can point to some impressive documented results, including:

- decreased claim rejection rate, which reduces the need for follow ups and ultimately drives down staff labor costs;
- fewer days in A/R, which increases cash flow and enhances the practices' financial vitality;
- more thorough and timely eligibility checks, which help to reduce unpaid bills and the potential for bad debt; and
- greater staff efficiency, which enables practices to reallocate personnel resources to areas where they bring the most value.

MEDENT's goal is to ensure that providers are sending only the most accurate claims possible to payers. With Emdeon's transaction solutions embedded into MEDENT software, practices are achieving clean claim rates of 99 percent, above the Healthcare Financial Management Association's "HFMA Toolbox: key revenue cycle metrics," which pegs the best practice target rate for clean claims at 97 percent. MEDENT attributes this success to the software's multifaceted approach to billing. For example, it conducts three different kinds of edits—global, carrier-specific and patient-specific—before a claim is submitted, with results highlighting potential problem areas delivered quickly.

The software allows practices to run certain claims checks during the charge entry process and others, through the Emdeon network, when the claim is selected for submission. Any issues that arise appear on the computer screen as an interactive report. Provider staff can quickly respond to the problem by directly accessing patient demographics, insurance data or encounter information and efficiently correct any problems. All told, the MEDENT solution performs more than 100 checks on each claim before it is approved and submitted to Emdeon.

Once Emdeon receives the claim, the clearinghouse performs its own set of edits, identifying any additional problems that would cause it to be suspended or rejected by the health plan.

Always moving forward

MEDENT and Emdeon attribute their long-standing relationship to the two companies' willingness to collaborate on solutions that make physician offices more effective. In addition to making more electronic eligibility and remittance files available in the PM application, they continue to streamline workflows to ensure practice staff remains highly efficient. MEDENT and Emdeon also continue to refine their claims cleaning processes, adding new edits to their respective systems as previously undetected provider and payer issues arise.

This collaborative approach to healthcare technology development makes for an excellent one-two punch designed to help practices succeed in a difficult operating environment. Emdeon and MEDENT look forward to many more years delivering highly functional solutions to the provider community.

At Emdeon, we're here to help. To learn more about how our company, our services and our commitment to improving healthcare, visit www.emdeon.com