

Sage Intergy | Success Story

Morton Plant Mease Primary Care

Unexpected Benefits from Sage Intergy

● CHALLENGE

Implement a new practice management solution to improve billing accuracy and efficiency. New system should have enough flexibility to adapt to changing organizational structures without compromising patient care.

● SOLUTION

Sage Intergy offers the required financial features and is easy to customize to meet specific needs.

● RESULTS

Reduced reimbursement turn around 3-4 days; Decreased errors by approximately 50%; 90% less time is spent on schedule maintenance; Overall collections increased 5-10%; One practice operates without an office manager, saving \$30,000-\$40,000 a year..

SPECIALTY

Primary Care

LOCATION

Florida

NUMBER OF LOCATIONS

40

NUMBER OF USERS

120 Providers, 350 Users

SOLUTIONS USED

Sage Intergy

Enterprise Group Requires Flexibility and Simplicity

Morton Plant Hospital (MPH) prides itself on being one of the top 100 hospitals in the nation, and one of the most successful hospitals in Florida. Morton Plant Mease Primary Care (MPMPC), an enterprise group affiliated with MPH, also prides itself on providing the best care in the area. In spite of this success, MPMPC has recognized in the current physician practice marketplace, where changes can happen daily, it is important to make decisions that provide flexibility to the physicians within the group.

For Emily Callaway, Director of Operations and Kevin Corrigan, Chief Operating Officer and their selection team at MPMPC, choosing a new practice management solution was about more than finding returns on the investment or discovering new efficiencies, it was also about trying to ensure that whether a new physician joined the group or if someone left the group, the general management of the practice and the care of affected patients would not suffer. "Given the current environment, our group had to be able to operate as a stand-alone entity and have the flexibility to rapidly react to varying organizational structures," said Corrigan. "Sage Intergy offers simplicity, ease of training, and the robust tools we need—providing exactly the flexibility we were looking for."

Streamlining Billing and Collections

The group's implementation team was hoping to find a solution that would help improve MPMPC's overall billing accuracy and efficiency. According to Corrigan, "The problem with the old system was that the billing and financial pieces were simply not robust enough for an enterprise of this size. It didn't have the collections or management tools we needed."

Nancy Cothorn, the billing manager, agrees. She was hoping to find a solution that would enable her to "track errors in real time, stop balances from slipping through the cracks, improve collections and help her manage her staff more effectively." Cothorn believes the Sage Intergy software has helped her achieve these goals along with reducing the turnaround time for reimbursements to an average of three to four days and reducing errors by approximately 50%.

Customizing Sage Intergy to Fit the Needs of the Enterprise

After looking at Sage Intergy, the group soon realized it not only offered the financial features MPMPC needed, but was a system they could easily customize to meet their specific needs. "We like the fact that we have the ability to make changes to the system ourselves," says Callaway. "We were involved from the beginning in setting things up the way we wanted, and now we have control over the product. Our IT group can make changes and set parameters. We don't need the company to do everything for us." For a group supporting over 100 providers in 40 locations, the ability to control the system in-house makes a huge difference.

Simplifying Schedule and Rotation Maintenance

The system is also easy to learn, manage and control on a user level. “We used to spend so much time managing scheduling,” recalls senior systems analyst Shannon Carter, who had the job of redesigning the scheduling templates in the old system. “I could easily spend 16-24 hours a month on the maintenance of the schedules and rotations. I am spending 90% less time on that. When someone needs an easy change made, I can do it in less than 5 minutes, and for something more complicated, it might take an hour.”

Better Control of Information Leads to Unexpected Improvements in Billing

The ability to control information throughout the enterprise has also made a difference. With improved billing tools, collections features and management reporting, MPMPC is seeing unexpected improvements. Corrigan recalls, “We expected a drop in revenue initially as we made the transition and instead we saw an increase. We thought payments would be delayed and instead they came faster.”

Today, using a combination of electronic claims, claims status, eligibility verification and remittance advice, the practice is seeing a range of improvements. With a large percentage of their claims going through Medicare, they are finding that a big chunk of their processing is getting done faster. All Medicare claims and payments are now electronic and the five staff people who used to spend their time posting manual Medicare payments have been moved to Accounts Receivable to work on collections, improving overall revenue by more than 5%. “We never felt we had enough people in A/R to do the type of follow-up we really wanted,” says Mary Valcoff, Billing Manager. “Now we do. We can put those people in an area that is more important to improving our overall cash flow.” Instead of reducing the full-time staff, which they could easily do at this point, they have made the decision to re-allocate those resources.

Working More Effectively In A Dynamic Industry

Payments from other carriers aside from Medicare are also improving. In the past, remittance of a payment could take anywhere from weeks to months. Today, Corrigan finds that just isn't true anymore. “Recently, one of the billing staff came to me to tell me that an Aetna payment had turned around in four days. A claim would never have been paid that quickly before.”

Encounter Tracking Increases Collections

Another unexpected surprise was the Encounter Tracking feature. The organization has never had a system like this, but Callaway was convinced that not all encounters were being captured. “We saw an almost immediate spike in our revenue when the Encounter Tracking kicked in,” she says. “I would estimate that this and the other benefits noted resulted in a 5-10% overall increase in our collections.”

So, MPMPC got what they were looking for—a system with the billing and reporting features they needed and the flexibility to work more effectively in a dynamic industry. “The Sage Intergy software is already widespread for small practices, now if practices come in or go out of the organization, they have a strong practice management system that is easy to use and they can migrate to a stand alone Version. We already have a two-provider practice in the group that is using it to manage their own practice because they chose not to hire an office manager.” That practice is saving \$30,000-\$40,000 a year on an office manager and the doctors say they are more efficient than ever.

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