

Sage Intergy | Success Story

Mt. Auburn Cardiology Associates

Sage Intergy Exceeds Expectations with User-Friendliness and Support

● CHALLENGE

Upgrade to a more cost-effective, user-friendly management system offering better user support.

● SOLUTION

Sage Intergy was chosen for its efficiency and ease of use. With Sage Intergy in place, the staff experiences no down-time on the system, even during end-of-month procedures. User support response is immediate.

● RESULTS

End-of-month procedures reduced from a day to 10 minutes; Only 2 or less rejected claims per batch; Average claim payment turn around reduced from 1 month to 2 weeks; Payment posting time down from 1.5 hours to 20 minutes; Patient statements are transmitted in 15 minutes a week instead of half a day.

SPECIALTY

Cardiology

LOCATION

Massachusetts

NUMBER OF LOCATIONS

One

NUMBER OF USERS

Eight Physicians, Five Staff

SOLUTIONS USED

Sage Intergy

EDI Services

Ease of Use is Key for Mt. Auburn Cardiology Associates

With an old practice management system that cost too much to upgrade, office manager Karen McKim of Mt. Auburn Cardiology Associates was motivated to find a less expensive and more user-friendly system to take its place. McKim also wanted to ensure the practice's new system incorporated more efficient user support than she was experiencing. She found the solution with Sage Intergy. "When I saw Sage Intergy demonstrated, it looked so simple to use," McKim says. "Now we are actually using the system ourselves and it truly is just that easy to use."

Maximizing Practice Efficiency

The eight-physician cardiology practice, located in Cambridge, Mass., has experienced increased efficiency in virtually every area of its business management functions since converting to the Sage Intergy system. McKim says the efficiencies are realized from start to finish, beginning with patient registration.

"We previously had too many screens required to finish patient registration. We now have fewer screens and have the ability to do quick registration and enter the rest of the information when the patient comes in for the appointment," McKim explains.

McKim also appreciates added HIPAA registration, so practice staff know which patients have signed disclosure consents. Also, co-pay amounts are displayed at check-in and referrals are automatically calculated.

End-of-month procedures previously required an entire day to complete and also necessitated staff being unable to use the system for that day. With the Sage Intergy system, end-of-month procedures take only ten minutes and staff can continue to work on the system with no shutdown time.



Improved Claims Processing

Billing Coordinator Sue Braz also is saving time with the efficiencies realized with Sage Intergy. “With the Sage Intergy system, everything is immediate. Before the claim goes out, it notifies us if there is a mistake and tells us where that mistake is.”

Claims go out faster and payment is received quicker with the Sage Intergy software. Braz says prior payments averaged about a one-month turnaround time and has now been reduced to two weeks.

“A lot of claims would go out and we wouldn’t know anything was wrong until the EOB came back,” Braz says. “Now, we have a very low rate of rejected claims—I would say two at the most—because we have the ability to look at the claim and make changes before it is sent out electronically.” In addition, for Medicare and Blue Cross payments, the practice is utilizing Electronic Remittance Advice (ERA) functionality, which has reduced posting time from about an hour and a half to 20 minutes.

Customized Electronic Patient Statements

Mt. Auburn Cardiology Associates is also utilizing the electronic statements service, which, like ERA, is provided through Sage network services. The practice sends approximately 400-500 statements each week, which took about half a day to manually compile. According to Braz, they are now electronically transmitting billing data to the processing center each week, about a 15-minute process. Staff can add additional comments to the statements before they are sent out. After customized statements have been sent out, the staff have the ability to view them from a workstation in the practice.

Exceeding Support Expectations

In addition to the system’s user-friendly functionality and effectiveness, the Sage Intergy software’s user support has exceeded McKim’s expectations. “Our past user support required us to rank our problems and if it wasn’t a high priority, we had to wait 24-48 hours for a call back. Sage answers my questions right away or calls me right back. It’s too good to be true!”

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