

GE Healthcare

MedicalEdge Healthcare Group, Inc.

Centricity[®] Group Management (formerly IDX
Groupcast) Streamlines Business Processes
for Growing Practice



Solution overview

Company profile

- Physicians: 300
- Practice Type: Multi-specialty
- Includes over 70 practice locations

Situation

MedicalEdge Healthcare Group, Inc. is a Dallas based company providing administrative and business support services to physician groups. MedicalEdge's offerings include new practice development, billing and reimbursement management, individual physician office staffing and management. These services have been refined over time by working with physician groups in a variety of medical specialties in both practice ownership and contract management models to bring value-added services to each medical practice.

MedicalEdge supports The Medical Group of Texas and its more than 125 providers in 45 different practice settings throughout Dallas-Fort Worth, managing in excess of 525,000 annual patient visits.

Business challenge

Before adopting the Centricity Group Management, MedicalEdge was struggling with a system that was not capable of meeting its needs. As the practice grew it became clear that a new system was critical to its success.

Business solution

The Centricity Group Management solution was a natural fit for MedicalEdge. It presented the growing practice with a suite of tools that were both user-friendly and highly effective.

Benefits of the enhanced system

Workflow – business process improvement

All of MedicalEdge's business processes have been streamlined with Centricity Group Management.

The Centricity Group Management Patient Appointment Scheduling solution has made a significant impact on the entire scheduling process. They are able to tailor providers' time to maximize productivity.

The Appointment reconciliation feature helps identify if a patient's charges did not get posted. It now takes fewer FTEs to do the work and productivity can be measured.

The Centricity Electronic Data Interchange Services (EDI Services), a claims submission and management solution had a dramatic impact on claim submission and reimbursement. Claims consistently get to the payer now whereas with the old system this was not always reliable. Both the handling of rejections and the processing of electronic reimbursement can be managed more easily today with the new system. This has dramatically cut down on the time it takes to post payments and it's accomplished with fewer FTEs.

Additionally, less staff hours are required to handle insurance follow-up; the practice has fewer people handling their A/R today than back in 2000 when their volume was 40% lower.

The Centricity Analyzer reporting solution allows MedicalEdge to get the information they need to make smart business decisions. They are able to get data out of Centricity Group Management and into other applications without having to re-key everything to analyze it or produce reports.

Revenue cycle improvement

In the first 12 months of using Centricity Group Management, MedicalEdge leveraged Centricity Group Management tools and technology to improve A/R days by 50% and percentage of A/R greater than 90 days by a remarkable 70%.

In addition, they were able to reduce their claim denial rate by 40% after six months on the Centricity EDI Services.

Centricity Group Management allows MedicalEdge to do more with less due to the efficiencies gained in all areas. The business office went from 55 to 65 FTE's in the last three years while DOUBLING their number of physicians.

Customer satisfaction

In the past, MedicalEdge patients received statements that were often unclear, or incorrect. With Centricity Group Management, patient statements are easy to understand. MedicalEdge now has fewer problems related to insurance and claim errors and fewer denials so more claims are paid faster. When a patient is billed for a balance, the MedicalEdge staff is able to better explain what is owed.

Summary

MedicalEdge's partnership with GE Healthcare is an integral part of their strategy and goals over the next several years. The Centricity Group Management solution is scalable to meet growth projections. They can add volume, more specialists/lines of business, or expand to other states – and Centricity Group Management can support it.

Immediate Performance Advancements with Centricity Group Management

- FTEs are more productive
- Practice doubled physicians while keeping staff primarily constant
- Increased claims filed electronically
- 35 days in A/R

Our ability to provide meaningful, actionable information to our physician's practices is the key to profitability. With Centricity Group Management, we have quick and easy access to information that ultimately improves our bottom line."

Susan Clarke
Director of Billing Operations

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GE Medical Systems Information Technologies, Inc., doing business as GE Healthcare.

Healthcare Re-imagined

GE is dedicated to helping you transform healthcare delivery by driving critical breakthroughs in biology and technology. Our expertise in medical imaging and information technologies, medical diagnostics, patient monitoring systems, drug discovery, and biopharmaceutical manufacturing technologies is enabling healthcare professionals around the world discover new ways to predict, diagnose and treat disease earlier. We call this model of care “Early Health.” The goal: to help clinicians detect disease earlier, access more information and intervene earlier with more targeted treatments, so they can help their patients live their lives to the fullest. Re-think, Re-discover, Re-invent, Re-imagine.

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