

CASE STUDY



NORTHERN OHIO MEDICAL SPECIALISTS

Product: Enhanced Integrated Services Package

► The Client:

A Thriving Regional Leader

Northern Ohio Medical Specialists (NOMS) is a multi-specialty physician group with approximately 50 offices and 200 providers throughout Northern Ohio. Starting as a small network of local doctors, NOMS has grown into one of the largest healthcare organizations in Ohio, averaging approximately 1,130 patient appointments a day. Their expansive presence in the area has made them a leader in the region, known for their vast network of providers and positive patient experience.

► The Challenge:

Fast Growth Creates a Need to Streamline RCM

Expansion brought growing pains for the Operations and Administrative teams. Newly-opened offices and an increase in providers and patients meant more work for the staff. A lot of the day-to-day tasks were manual and can be described as “prehistoric,” and in a field that changes at the speed of light, the team knew they could not keep up in the marketplace if they did not make a change. NOMS needed an updated, industry-leading solution that could streamline their RCM processes and create efficiencies in daily revenue cycle management. They realized there were certain aspects that could be automated, and they were looking for a solution that offered this functionality. They were in search of a clearinghouse partner that could support everything from front office tasks like eligibility checking and patient responsibility estimation to back office duties like reimbursement, contract management and automated appeal processes for payer payment discrepancies. Seamless, full clearinghouse service integration and better insight into the financials to ensure they were being paid accurately was a must-have, as the current clearinghouse was simply not advanced enough for what they needed. After 5 years of substantial growth, NOMS was looking to continue on a positive trajectory and they needed the right partner to meet their needs.

► The Solution:

Seamless Integration with eCW

NOMS was in the market for a clearinghouse that could work in tandem with eClinicalWorks. Their current clearinghouse could not accommodate the level of integration they needed in order to expand as intended. There was a lot riding on the success of a new partner, and executives were focused on finding the right company. The fact that TriZetto Provider Solutions (TPS) works seamlessly with eCW is what initially piqued NOMS' interest. The Enhanced Integrated Services Package was the right choice, as it could integrate directly with the eClinicalWorks Alerts and Appeals module, created a seamless environment for working with TPS and brought the functionality that was needed. The capabilities - eligibility verification, identifying claim errors, accurate patient responsibility estimations, advanced reporting, auto appeal process and fully integrated clearinghouse services – met the requirements on NOMS' wish list. NOMS officially partnered with TPS in late 2016.



We needed someone to grow with, and TPS was just the partner we needed.

MELISSA THOMAS,

Director of Information Technology

► The Results

Faster Payments, Increased Revenue

Since implementation, TPS solutions have benefited NOMS immensely in every area of their billing cycle. Within the first week, NOMS reported that they noticed an uptick in payment speed, and were impressed because they had not anticipated claims to process so quickly. From the speed of posting to the easy-to-use interfaces, the team has experienced an increase in efficiencies, which continuously saves time and money. "Our claims are more accurate and the posting process is much faster, with a quicker turnaround time," says Suzanne Long, Revenue Cycle Director. "We save time because the team can post more in a day, which allows for other tasks." In the past, it could take a few hours to post the paper explanation of benefits (EOBs) or electronic remittance advises after receiving the checks. The previous clearinghouse was delivering ERA files that would not electronically post, so everything was completed manually. A key moment for the staff is when they started receiving payments via check/EFT and the ERA was in the software ready to post without manual labor. And an extra bonus to the staff was to find that all paper EOB's in the office, from payers who cannot send electronic files, are now able to be converted into electronic files for posting. "Streamlining our daily tasks has enabled us to grow. Administrative and billing tasks are running smoothly, which equals happy patients and happy employees," she said. "Our staff is growing too, because word has spread that this is a desirable place to work." Better insight into their revenue cycle has improved the bottom line. In 2016 reported revenue was upwards of \$46 million, and there is a projected revenue of \$64 million for 2017 – which would result in a 39% increase year over year. Going forward, NOMS' goal for the upcoming year is to add providers each month – something they would admittedly not be able to accomplish without the help of TPS. The entire team is also excited to continue to learn additional solution capabilities and put them to use. "The possibilities are endless, and we are looking forward to learning more," Suzanne said. "The more the staff masters, the more we can do."



The efficiencies that we've gained because of the processes that are now in place has allowed the organization to continue to grow.

SUZANNE LONG, Revenue Cycle Director



For more information on how TriZetto Provider Solutions can help you, call 1-800-969-3666 or visit www.trizettoprovider.com

