



# Physician group achieves unprecedented results after system upgrade

Part of a large, non-profit health system in the south-central U.S., this physician group employs over 1,000 practitioners. With 250+ locations, the organization provides services such as primary care medicine, OB/GYN, cardiology and hospice care.

## The challenge

A large physician group, part of a prominent health system, needed help with a practice management (PM) system transition and related back-end revenue cycle functions. Over the years, the group had gone through three prior PM conversions, and was now implementing the system used by its parent hospital organization.

## The accomplishments

The organization achieved numerous results, including an impressive drop in A/R days due to workflow troubleshooting and remediation. Just six months after the PM system implementation, its average A/R days had fallen more than 38%, to a historical low. Maintaining steady performance in A/R days during a core system transition, and achieving record performance so shortly after go-live demonstrates the successful collaboration between Optum and the physician group.

The physician group appreciates performance visibility that isn't typically offered by EMR/PM systems. Through timely, transparent and interactive reporting, Optum provides the group's leadership with trending analysis, income statements, balance sheets and operational information and insights that reflect both financial and clinical metrics.



22

Fewer days in A/R (historical low) six months post-implementations



\$11M

Increase in collections YOY



22%

Reduction in credit balances YOY



## Best practice back-end revenue cycle operations include:

- Improved system edits
- Better claims formatting
- More effective payer relations
- Timely denial follow-up
- Clear and precise patient statements
- Improved reporting and insights into operational gaps

**The organization has achieved four successful PM system conversions working in tandem with Optum.**

**At the same time, the physician group has been able to expand from 100 practitioners to over 1,000.**

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## The solution

The physician group partnered with Optum to deploy its flexible ambulatory services revenue cycle performance model. The team applied a thoughtful change management strategy as the physician group embraced new processes and accepted leadership support during and after the system transition. To further bolster operational efficiency, Optum embedded a functional managed services team.

To help steer the transition, guide continuous process improvements and maintain efficient back-end operations, Optum provided several full-time on-site staff members, backed by the support of more than 270 remote employees.

The organizations have collaborated to streamline communication and workflows with the virtual team, achieving operational stability while maintaining strong patient satisfaction.

Ongoing support includes charge review, claim production, comprehensive accounting functions and all aspects of accounts receivable (A/R) and accounts payable operations.



# 93.2%

Current patient satisfaction rating



**Optum Ambulatory Services follow a model that empowers physician group financial sustainability through innovation and expertise via:**

- Strategic partnership
- Cost reduction
- Revenue acceleration
- Operational excellence

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