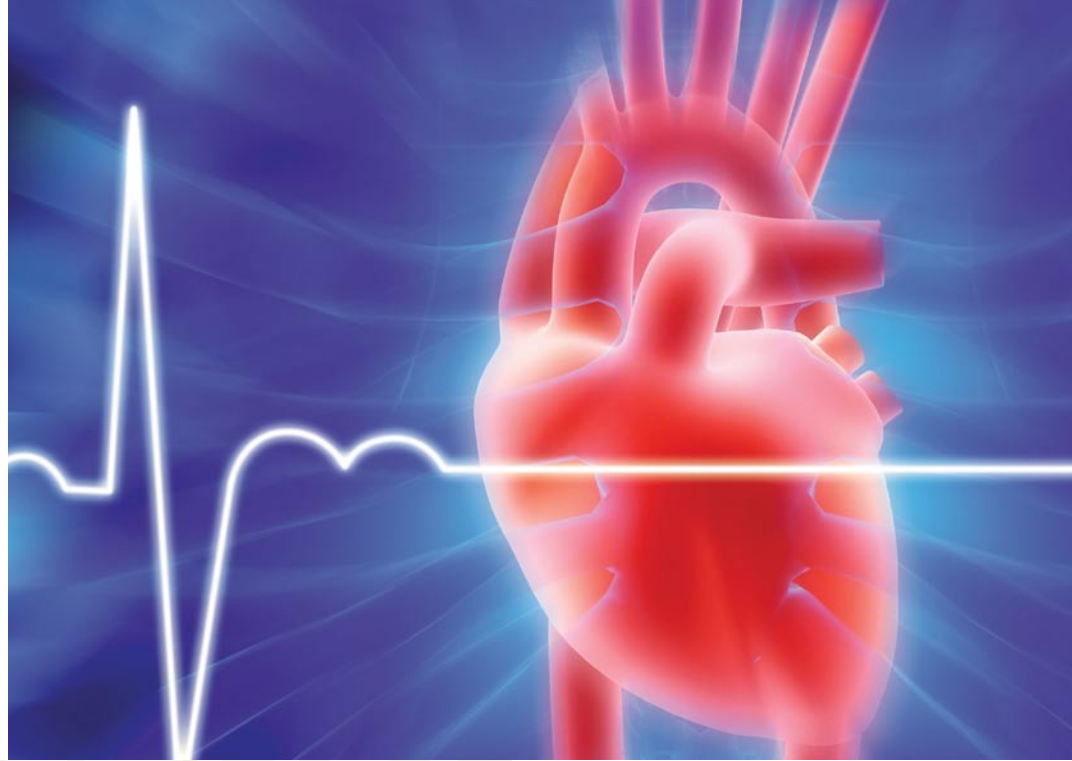


Practical Solutions for Better Practice Management



Associated Cardiovascular Consultants

New Insight Improves Practice Efficiency and Increases Reimbursements

When many of today's physicians got started, they charged patients what seemed to be a fair price, and insurance companies and patients paid the bills without question. But today, that is no longer the case. HMOs, PPOs, Medicare and Medicaid all have become increasingly more powerful, and physicians and hospitals have had to play by the insurance companies' rules to get paid for their services.

Those rules require a vast amount of coding knowledge and laborious documentation to assure insurance companies that the services provided by the doctors and hospitals meet payment eligibility guidelines. Inputting accurate insurance information and entering the correct billing

codes is a process that is often fraught with mistakes. Those mistakes often mean a delay in payment, or worse yet, no payment at all.

"Thanks to Claritee, we didn't have to go out and buy new software. They saved us at least a quarter to a half-million dollars."

—John Morris, Executive Director, Associated Cardiovascular Consultants

Saving Money by Making Old Software New Again

Associated Cardiovascular Consultants, a Cherry Hill, New Jersey-based practice of 35 cardiologists, wanted more from its 11-year-old legacy practice management system. The physicians — who provide comprehensive cardiology services — wanted their system to provide reports on such information as:

- Accuracy of insurer payments
- Automatic patient insurance verification
- Billing efficiency of each office
- Number of patient visits per office per quarter this year versus last year
- Types of ailments treated by each doctor
- Number of patients with each diagnosis
- Productivity of each billing clerk
- Number of patients treated by each doctor

"To accomplish these goals we started looking for a new system," said John Morris, executive director of the practice. The price tag was

CASE STUDY

stunning: a new system would cost the doctors \$250,000-\$500,000.

Fortunately, Morris was introduced to Claritee Group. Morris said he explained the types of reports the practice wanted to generate, and Claritee demonstrated the ways its business services could help the physicians meet their needs.

Claritee's practice enhancement services help you recover lost revenue and improve office efficiency.

"What we wanted was the ability to do our own reports as we wanted them. The tool they implemented allowed us to automate it or do it ourselves," Morris said, adding the reports are in easy-to-read Excel files. "We didn't have to learn a new program," he said.

"It's made a big difference in knowing how we are performing and where we are under performing. We were able to target those areas and improve efficiency."

Morris called the cost of the solution "very

reasonable" and said it saved the practice the huge expense of a new system. "Making your old software new is kind of the way they did things for us," he said. "I recently showed a half-dozen cardiology practice administrators, and their jaws dropped."

Improving Inaccurate Billing and Delayed Insurance Payments

Claritee is now providing even more insight into Associated Cardiovascular Consultants' practice as a result of the doctor's desire to examine insurance verification and payment accuracy. Claritee has shown the practice that 30 percent to 40 percent of the insurance information entered into the practice management system for new patients is wrong, either because patients provided inaccurate information or because a staff member entered data incorrectly into the system, thus delaying billing receipts by at least a month.

To prevent this from occurring, Claritee's business services began providing the practice with automatic reports about the accuracy of the insurance information in the system on the morning of a new patient visit. That way, the practice can correct it when the patient comes in for an appointment, and accurate information can be sent to the insurance company for billing the first time — resulting in on-time payments.

Claritee also has begun comparing the payments due from insurance companies under a new negotiated fee schedule to payments received by the practice. "We're finding a lot of underpayments," Morris said. The practice expects to begin using Claritee's business services to remedy this as well. Next on the agenda, Claritee will be providing the practice with the capability to chart clinical data, which can be used to support pay-for-performance fee negotiations.

A Great Working Relationship and an Outstanding Solution

"They're very nice guys to work with. They're very smart, and they're good listeners. Even though all of the work goes on behind the scenes, so-to-speak, they're very transparent," Morris said.

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What Are You Missing?

To find out how you can profit from Claritee's practice enhancement services, call 215-657-5170 or email info@clariteegroup.com.



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