med:evolve

Compass Health

Compass Health Returns to MedEvolve for Effective Intelligence Solutions

Award winning RCM automation and intelligence added to Veradigm EHR/PM system

ABOUT COMPASS

Compass Healthcare is an independent multi-specialty medical group based in East Lansing, Mich., with nearly a dozen ambulatory locations. The organization's primary goal is advancing the health of the patients and communities it serves through a culture of physician-driven care. Compass offers cost-effective healthcare management, as well as comprehensive community healthcare services, which are easily accessible.

The organization employs more than 200 clinical and non-clinical staff members, including about a dozen workers in a central billing office who oversee revenue cycle for 11 physicians and 15 midlevel providers across Lansing Neurosurgery (including Compass Orthopedics and Compass Rehabilitation) and Lansing Institute of Urology.

CHALLENGES

Reducing cost to collect is paramount for all healthcare organizations amid mounting financial and revenue cycle challenges. In addition, unprecedented labor shortages and high turnover have only amplified the need for analytics and productivity tracking across revenue cycle teams.

After years as a MedEvolve client, Compass Health set out to streamline operations by adopting an all-in-one practice management (PM) system and EHR for both clinical and nonclinical purposes and made the decision to switch systems. However, financial leaders quickly realized they were missing the detailed productivity insights necessary to stay on top of workforce output with the new system. In addition, staff missed the automated work drivers the group had grown accustomed to with MedEvolve for ensuring the most effective approach to revenue cycle operations.

LABOR SHORTAGE

HIGH TURNOVER

"Getting insights into issues like denials for authorizations, or why payment processing was taking longer than expected with the new system, which was a nuisance. We couldn't get the information we needed in a way that would make some of the underlying causes of issues clear. For clinical stuff, it's great, but for back-end billing, it proved inadequate for our needs."

Sandra Holdorf

Revenue Cycle Manager
Compass Healthcare Central Billing

SOLUTIONS

Before the decision to move to an all-in-one solution, Compass had been a long-time client of MedEvolve, so Holdorf and team knew exactly where to go to regain the missing insights, transparency, and automation. In 2022, Compass made the decision to re-adopt MedEvolve Effective Intelligence solutions as a bolt-on to their existing all-in-one system.

Compass leadership hoped that by implementing MedEvolve's updated platform, they could more easily manage data from multiple practice locations, stay ahead of health plan changes (e.g., prior authorizations), automate workflows, and gain insights into staff productivity.

In particular, they aimed to become more strategic by tracking and measuring every action taken in the revenue cycle process and measuring the productivity and effectiveness of staff members as they move through their workdays. This would provide a clear understanding of the obstacles that slowed down productivity and delayed collections. In turn, these insights would contribute to stronger margins, while lowering labor costs and boosting collection rates.

MedEvolve Effective Intelligence solutions offer visibility into the entire revenue cycle process, from front-end registration to billing and remittance. Compass Health leverages MedEvolve's RCM workflow automation and advanced analytics to provide work drivers for staff to manage their daily work – which accounts to tackle first, second, and so forth. This ensures employees are focused on the right claims and empowers them to be more effective in their work. The platform's productivity reports highlight top performers as well as issues that create bottlenecks so problems can be addressed quickly.
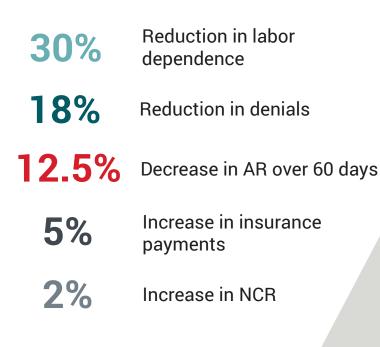
Team members now log in to the web-based application and it record each "touch" of a claim and the resulting outcome. Key data points are recorded including who completed the task and when, task notes, internal/external messages sent, collection success and other data points that feed into our real-time analytics to give RCM leaders visibility into the effectiveness of their processes.

OUTCOMES

In less than one year, Compass Healthcare has seen dramatic time and cost savings through use of MedEvolve software.

"MedEvolve solutions have transformed our revenue cycle team's operations significantly," says Holdorf. *"My team is able to organize their days more easily through the tasking functions than when we were relying on emailing different locations back and forth."*

Even though overall AR and charges increased over the last 6 months, the organization was still able to reduce dependence on labor because staff has the ability to work smarter with the MedEvolve tools in place. Other results include:

30% Reduction in labor dependence

18% Reduction in denials

12.5% Decrease in AR over 60 days

5% Increase in insurance payments

2% Increase in NCR

"With MedEvolve, I can do a better job of tracking my team and see what they're doing and what they've done at any time, which is a huge change for us. We know who the top producers are, as well as the staff members who may need additional support with some of their accounts. That alone is worth its weight in gold."

Sandra Holdorf

Revenue Cycle Manager
Compass Healthcare Central Billing

Let us help you manage your revenue cycle with effective intelligence.

Get in touch...

med:evolve

MedEvolve empowers healthcare organizations with award-winning Effective Intelligence (Ei) solutions including workforce automation and intelligent analytics designed to optimize the entire revenue cycle from financial clearance to coding to medical billing. Reduce manual work effort and ensure maximum efficiency with complete oversight and reporting at every step. Visit www.medevolve.com to learn more.

@ info@medevolve.com

🌐 medevolve.com/contact-us

📞 1.800.964.5129 x4