ReferralPoint

New Jersey Medical Group Reduced Leakage 75% & Unnecessary Costs 10% with a Data-Driven, Closed Loop Referral Solution

Vanguard Medical Group

10 Locations
52 Providers
50,000 Patients

Problem:
- No Control of Referrals
- Out of Network Leakage
- Open Referral Loops
- No Visibility into Provider Performance

Solution:
- IntelligentDATA™
- NetworkBUILDER™
- IdealMATCH™
- AutoCLOSELOOP™

Outcomes:
- Reduced Medicare Part B & Commercial Costs 10%
- Reduced Leakage from 33% down to 8%
- Increased Outbound Referral Visibility 100%
- Increased Patient Engagement 64%

"What I like most about ReferralPoint is getting 100% more control over our referrals. Before, we didn't know our out of network % but now that we can control and track it, we've seen it drop from 33% down to 8%.

ReferralPoint has helped us market to our patients so they know not to do a Google search to see a specialist. Rather, to contact us so we can connect them with the right high-quality specialist."

Thomas McCarrick, MD
Chief Medical Officer

Problem: Leakage & Open Referral Loops

Like many medical groups today, Vanguard Medical Group (VMG) knew they had a problem with referrals going out-of-network and had no process to close the loop or measure the clinical and financial impact. The problem came from within the organization via manual and disconnected processes and outside the organization with patients referring themselves outside the VMG network. As a result, VMG had little control over costs and quality with no clear way to eliminate leakage or close the loop on referrals.

Source: Broken Referral Process

Most VMG referrals were subjective in nature. Each clinic used their own unmanaged spreadsheet to identify where to refer patients. After a provider was selected, it was up to the patient to schedule their referral appointment. Some patients fell through the cracks and never booked an appointment. For those who did, VMG had no visibility to know if the patient showed or what the result was. In order to close the loop VMG staff would manually call patients or the specialists' office to get an update.

VMG realized their referral process was based on subjective data, manual processes and disconnected tools and decided to look for a solution. This became increasingly important as they started to take on value-based programs in addition to traditional fee-for-service contracts.

Solution: IdealMATCH™ & AutoCLOSELOOP™

After ReferralPoint took time to learn about VMG's goals and priorities, they built a customized blueprint to maximize referrals, tailored to VMG's overall mission of patient-centered care. The blueprint included a step-by-step strategic plan to fix their broken referral process and an evidence-based calculator so they could see for the first time the financial impact of their patient leakage issue.
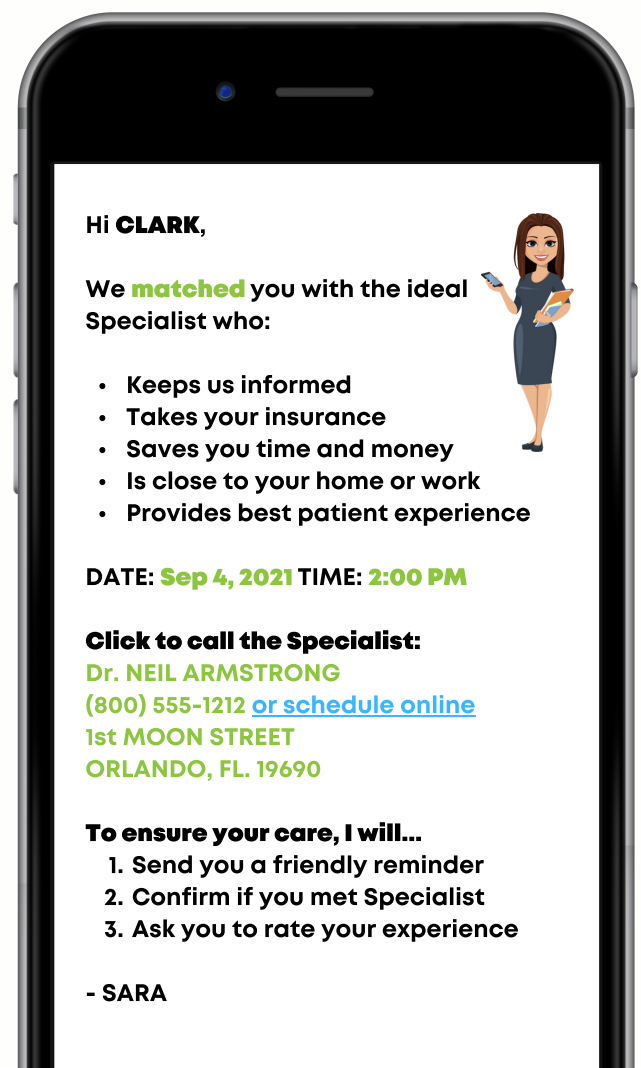
Shortly after VMG implemented ReferralPoint's IdealMATCH™ solution across all locations, they immediately noticed a difference in referral cost and patient engagement metrics. VMG can now manage outbound referrals efficiently, steering patients to providers and facilities within their preferred networks.

VMG also deployed ReferralPoint's AutoCLOSELOOP™ that includes automated patient engagement supporting each referral. This solution includes pre-visit reminders and post-appointment feedback, keeping patients informed, reducing no-show rates and saving time for the staff.
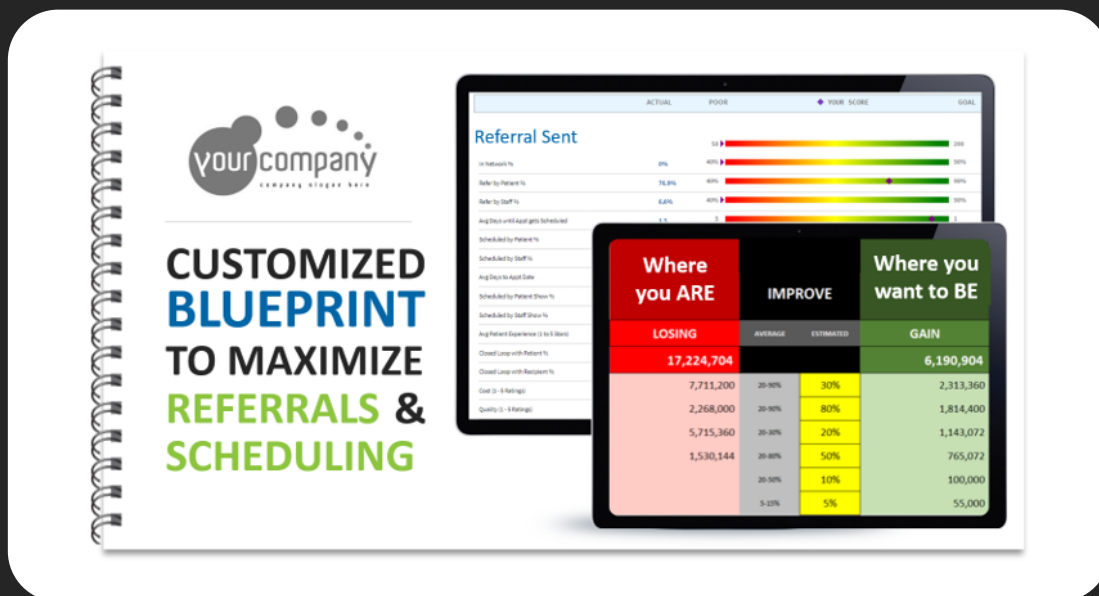
Result: 100% More Control Over Referrals

In less than 6 months, VMG has been able to lower Leakage from 33% down to 8%.
Dr McCarrick believes they will lower Medicare Part B and commercial costs by 10-15%.

They have 100% more visibility into knowing where the patient is in the referral journey and have seen 64% of the patients engage with automated texts that schedule appointments and close the loop.

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1. Send you a friendly reminder
2. Confirm if you met Specialist
3. Ask you to rate your experience

- SARA