



Revenue Cycle Solutions

myCare RCS improves productivity, profitability, and compliance at a busy surgical center

CASE STUDY

Putting patient care first

The physicians and staff at Beverly Hills Eye Associates located in Beverly Hills, CA, pride themselves on delivering high-quality, life-changing care. Their specialties include cataract surgery, refractive cataract surgery, LASIK, refractive surgery, dry eye treatment, and optical services. But the time and energy physicians and staff can dedicate to patient care in part depends on having an EHR and billing system that allows them to not only capture compensation for their work, but to also make it easy for patients to get the care they need.

Time to make a change

For almost two years, Beverly Hills Eye Associates used ADP's system. Practice Administrator Tim Meza says that he knew the practice needed to make a change when ADP switched from writing off balances after 90 days to writing them off after 30 days. Tim also said that the company took a "portion of our special carveout codes that they were not entitled to." It was at that point that Tim knew he needed to find another billing and EHR solution for the practice.

Shopping around and finding Eye Care Leaders

When searching for a new solution, Tim knew that Beverly Hills Eye Associates was "looking for a company we could trust to handle our high volume of patients and understand we are unique in many ways." The practice needed a vendor who could bill claims within 24 hours, resolve denials quickly, and "understand that we cannot write off balances if patients do not pay within 90 days," says Tim.

Beverly Hills Eye Associates

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- Staff includes 3 MDs, 2 ODs, 5 techs, 3 scribes, and 4 front office employees

RESULTS

- Number of rejections decreased by 120/month
- Practice writes off less than 5% of balances
- Significantly reduced \$52,000 in unpaid claims with new collections process
- Achieved 100 points for MIPS in 2017

"Our internal productivity and compliance have improved tremendously."

Tim Meza, Practice Administrator

The Results

What made ECL's myCare Revenue Cycle Solutions stand out to Tim from the other options on the market? He felt assured that ECL CCO Brent Michael "would help us achieve our goals from the software aspect to the RCM aspect of our business." Also, the fact that ECL offered PM and EHR software in one platform was advantageous, because it allowed the practice to work with a single vendor instead of juggling multiple contracts and customer support teams. Finally, Tim wanted a US-based customer support team, which ECL offered.

Increased profitability, productivity, and compliance = more time for patient care

In 2016, BHE implemented ECL's myCare Integrity EHR and a year later, they engaged the billing service. "Joining ECL's myCare RCS program was one of the best choices we made in 2017," says Tim. He works with a member of the myCare RCS team, Jackie Stack, who is "one of best in billing. She has helped with our overall internal workflow by helping our front office staff understand insurance copays/deductibles and coinsurance. She has improved the efficiency of our front office," says Tim. Along with Jackie, Tim has been working with myCare RCS team member Jessica Hardman, who processes the practice's charges within no more than 24 hours of receiving their paper superbills. Since engaging myCare RCS, the number of the practice's rejections decreased by 120 per month, and the practice now writes off less than 5% of balances.

Tim also saw improvements in productivity and compliance. The RCS team designated a staff member to answer incoming calls, allowing front office staff to concentrate on patients in the office, and educated techs and scribes on documentation requirements to decrease denials. Regarding compliance, Tim's work with ECL's MIPS Assurance Manager, Quentella Middleton, helped him understand of all the bureaucratic changes with MIPS for the 2017 and 2018 reporting years. The practice achieved 100 points for 2017. "Quentella's understanding of MIPS is unbelievable," says Tim. Since implementing myCare RCS, Tim says that Beverly Hills Eye Associates can "now focus on the bigger issues with managing a medical practice and continuing to deliver excellent patient care. If you want to take your practice to the next level, ECL's solution is imperative to having the total package."

"Rhonda, Jackie, and Jessica's team are the best of the best. Since switching to ECL RCS, our revenue has increased, our denials have decreased, and not to mention we have less than 5 percent write off."

Tim Meza, Practice Administrator

READY TO GAIN PEACE OF MIND AND MORE REIMBURSEMENT IN YOUR PRACTICE?

myCare RCS offers two levels of revenue cycle management solutions: myCare RCS Partner for more efficient claims and revenue processes and myCare RCS Evolve for complete revenue cycle improvement. For more information about myCare Revenue Cycle Solutions, visit eyecareleaders.com/solutions/revenue-cycle-solutions/.



For more information on myCare Revenue Cycle Solutions, call Eye Care Leaders at (855) 685-3292 or visit eyecareleaders.com.



Our Vision: Your Success.