

Kentucky FQHC Serves the Underserved with PrimeSUITE

Challenge

By their very nature, federally qualified health centers (FQHCs) are complex, highly structured and regulated organizations. They're commissioned to act as a medical "safety net," providing a wide range of medical, dental and behavioral health services to the under- or uninsured, often in large regions of the U.S where vital primary health services are both few and far between.



PrimaryPlus has seen phenomenal growth since its founding almost 30 years ago as a county care center. Today, it has hundreds of team members providing services to thousands of area residents. The challenge was how to deliver cost-effective, high-quality care that is well-coordinated across PrimaryPlus' many providers and facilities — ensuring the organization

fulfills its mission of community service while keeping its costs low and meeting the billing and reporting needs of its federal, state and other payers.



Formed in 1983 as the Lewis County Primary Care Center, today's **PrimaryPlus** is a non-profit, federally qualified health center (FQHC) that includes six family health centers, women's health facilities, three on-site pharmacies, a dental center and a fitness/rehab facility. Based in Vanceburg, KY, PrimaryPlus has a mission to provide quality, advanced, affordable healthcare to the residents of its region.

www.primaryplus.net

The electronic health record (EHR) system PrimaryPlus had been using for a number of years wasn't meeting today's challenges, let alone future ones regarding coordinated care, accountable care and other quality-based funding initiatives, an aging population, and developing ICD-10 and HIPAA 5010 coding and reporting standards. It needed a flexible and scalable IT infrastructure that would support the health system's continued growth.

Solution

PrimeSUITE® — the integrated EHR, practice management (PM) and interoperability solution from Greenway® — "literally blew me away" from the first time CIO *Kerry Kelley* saw it. "Here I was, trying to cope with a product where I thought the 'wheels' were about to fall off. The back end — the architecture and the database design — just weren't modern and integrated, and were really a train wreck waiting to happen. Then I saw PrimeSUITE."

Since 2008, PrimaryPlus has used PrimeSUITE, its anywhere, anytime remote access to comprehensive patient information and Greenway's PrimeRCM® revenue cycle management services to better coordinate care across the FQHC's expanding health system and improve both cost-effective financial operations and its revenue stream. PrimaryPlus also utilizes FQHC-specific capabilities — including complete clinical and financial reporting (UDS, Title X, Ryan White, Immunization Registries), Medicare A and Medicaid reimbursement and Sliding Fee administration — which Greenway acquired from former business partner CySolutions in late 2011.

Results

Delivering higher-quality care, faster — With some network clinics 50 to 60 miles away from corporate — let alone each other — remote access to shared, comprehensive data across PrimaryPlus is critical to delivering coordinated care.

"I see where Greenway's moving and the technology it has. It's staying on the cutting edge and keeping up with all of the governmental mandates, whatever they might be."

That includes access both within PrimaryPlus' offices as well as in the physicians' homes, out in the community, or even away on a fishing trip. "One doctor told me that he was just amazed how easy it was for him to be camping for a few days and log into the system remotely, review patient data and order prescriptions and tests. For a large regional organization, that access to patient information is critical to fulfilling our mission of service."

Financial gains — The financial impact of PrimaryPlus' relationship with Greenway "has been great for us, as far as better coding, more-efficient billing, increased revenue and improved cash flow are concerned." Among the functions Kelley pointed to are the ability to utilize and customize templates that drive and support financial and administrative workflows. "They're great, because there's both flexibility in there, but you can 'set it and forget it' as well. They become an integral part of your workflow."

Meeting an FQHC's unique needs — As a federally qualified health center, PrimaryPlus "has to bill much differently than a private practice does. We were frankly struggling with it. Greenway and specifically the PrimeRCM team have really worked with us to meet our needs — so much so that, for example, a recent check from Kentucky Medicaid was probably the largest one we've ever received."

Acceptance through ease of use — It's said that the most-expensive EHR you can buy is the one your providers won't use. Across the PrimaryPlus provider network, there was a wide range of experience and comfort levels with computers. "One physician literally went from 'what's a mouse?' to being our poster child for successful EHR use," Kelley said. "Today, his patients don't leave the exam room until he completes the encounter note, and he just loves e-prescribing. To take someone who had no technical skills whatsoever and turn him into a poster child...well, that's just a testament to how easy and flexible PrimeSUITE is."

Exceptional customer service — From training to implementation and ongoing use, Kelley said Greenway "has always delivered. We've had development VPs literally hop on a plane to stand beside us to address issues specific to us. I can't think of one other company I deal with which has given us that kind of response and acted as such a true partner. I know we made the right decision with Greenway."

For More Information

For more insights into how PrimaryPlus and other Greenway customers are utilizing our solutions to coordinate and improve cost-effective care, view the video interviews at www.meetgreenway.com, see our main website at www.greenwaymedical.com or email us at info@greenwaymedical.com.

"To take someone who had no technical skills whatsoever and turn him into a poster child (for EHR use)...well, that's just a testament to how easy and flexible PrimeSUITE is."

Kerry Kelley
Chief Information Officer
PrimaryPlus
Vanceburg, KY

Key benefits/outcomes

- Improved care coordination across a large, regional rural health system
- Increased revenue and cash flow
- Capabilities tailored to the unique care-delivery, reporting and billing requirements of an FQHC

Greenway solutions featured

PrimeSUITE

PrimeRCM