



*What is Your Experience?*®



## **Integrating Revenue Cycle Management and Practice Efficiencies**

### **St. Louis Surgical Consultants Achieve Internal RCM and Future Stimulus Goals**

While much of the Meaningful Use discussion has focused on Stage One clinical reporting functions, the federal department of Health and Human Services (HHS) made clear in rulings released July 13 that practices will be mandated within upcoming Stage Two requirements to electronically determine patient eligibility and file claims for the majority of patients served.

Since 2008, St. Louis Surgical Consultants, a five-provider general and vascular surgery practice, has combined the functionality of Greenway Medical Technologies' PrimeSuite® electronic health record (EHR), practice management and interoperability solutions with Gateway EDI's clearinghouse and revenue cycle management capabilities.

With this integration, St. Louis Surgical successfully submits between 1,200 and 2,000 claims per month to a variety of payers with an initial acceptance rate of more than 98 percent. In addition, the practice has already established the functionality necessary to achieve the future claims requirement of Meaningful Use stimulus capture.

### **Problem – Inefficient Billing Processes**

Prior to combining the solutions, St. Louis Surgical utilized a six-step dial-up system to upload individual reports. The process was cumbersome, time-consuming and used outdated "send and receive" protocols, according to Billing Manager Mary Keune. "Now our system requires a lot less work and information is retrieved automatically. Gateway EDI and Greenway Medical Technologies started communicating immediately and set up all of the integration," says Keune. "It was a no-stress process that has increased our efficiency and allows our claims to be accepted for payment within 24 hours."

### **Solution – Integrating Systems**

Through integration, Greenway Medical Technologies' PrimeSuite software is able to communicate seamlessly with Gateway EDI to perform billing transactions.

St. Louis Surgical utilizes Greenway Medical Technologies' *PrimeSuite* software to enter and store patients' clinical and financial data. The data is then compiled and formatted to create the various transactions, including patient eligibility and health care insurance claims.

The information is transmitted to Gateway EDI's database for review, editing, and then communicated in a HIPAA-compliant format to payers. Response data is then formatted and available for the provider. These transactions include eligibility, payment (electronic remittance advice), and claim status information which is automatically integrated back into the Greenway Medical Technologies' *PrimeSuite* software.

By combining the two solutions, St. Louis Surgical Consultants realized efficiency throughout the billing process. "The eligibility automation allows us to tell patients up front what coverage levels they have," says Keune. They are also able to conduct real-time eligibility for new patients or for patients who change insurance. "If a new patient shows a card, we can check immediately for eligibility," says Keune. "On the back end, one of my favorite features is the proof of filing that our providers like to know. We can compile custom acceptance reports to find internal trends on adjudication. At the end of each day we submit claims and prepare the eligibility inquiries for the next day's schedule so when we come in the next morning, everything is ready for us."

## **Results**

With the integration of practice management solutions from Greenway Medical Technologies and Gateway EDI's claims processing solutions, St. Louis Surgical Consultants streamlined patient scheduling and office workflows, gained efficiencies through stabilized RCM, reduced claim rejection and increased patient collections. In addition, they consistently exceed the automated patient eligibility and claims processing objectives planned for future Meaningful Use requirements.

St. Louis Surgical benefits from the strong relationship of Greenway Medical Technologies and Gateway EDI. According to Mary Keune, "After their visit, it's really just a matter of two keystrokes with our practice management system, and then claims are sent to Gateway EDI. We know there's another layer of editing before being sent to payers. Our errors have dramatically reduced. All I really have to do is press send and the Greenway and Gateway EDI systems do the rest of the work."

## **About Greenway Medical Technologies**

Greenway Medical Technologies provides single-database and integrated clinical, financial and administrative physician practice solutions to more than 23,000 provider customers managing 20 million digital patient records through its electronic health record, practice management and interoperability solution *PrimeSuite*®.

Greenway's *PrimeSuite* 2011 is a pre-market Certification Commission for Health Information Technology (CCHIT) Certified® 2011 Ambulatory EHR, additionally certified for Child Health and Cardiovascular Medicine, with optional Advanced Reporting.

An industry leader in customer service awards, Greenway's EHR and practice management solutions have been named Best in KLAS in three categories in 2008 and 2009 based on customer surveys: PrimeSuite Chart, Best in KLAS in Ambulatory EHR 6-25 physicians and 2 to 5 physicians, and PrimeSuite Practice, Best in KLAS in Practice Management 6 to 25 physicians. *Top 20 Best in KLAS Awards: Software & Professional Services* report – [www.klasresearch.com](http://www.klasresearch.com).

For more information about Greenway Medical Technologies, go to [www.greenwaymedical.com](http://www.greenwaymedical.com)

## **About Gateway EDI**

As one of the nation's largest health care electronic data interchange (EDI) providers, Gateway EDI conducts over 20 million transactions monthly for 65,000 providers, managing nationwide insurance connections with 3,000 public and private payers.

Gateway EDI's solutions focus on four specific areas of functionality, each with tailored automation:

### Claims Reporting

- Safety Net Reports
- Adjudication Analysis
- Transaction Summary
- Report Customization

### Claims Management

- Primary and Secondary Process and Reimbursement
- CCI Suspensions
- Viewable Claim File Reconciliation

### Payment Management

- Electronic Remittance Advice
- Insurance Remittance View
- Patient Credit Card and ACH Payment Acceptance
- Reimbursement Analysis and Management

### Patient Management

- Batch and Individual Eligibility
- Direct Patient Statements
- Patient Letters

Gateway EDI's processes are accredited by the Electronic Healthcare Network Accreditation Commission (EHNAC), and its real time eligibility (RTE) individual and integrated transaction solution received the Council for Affordable Quality Healthcare® (CAQH) Committee on Operating Rules for Information Exchange® (CORE) Phase 1 Clearinghouse Certification.

For more information about Gateway EDI, call 800-969-3666 or visit [www.gatewayedi.com](http://www.gatewayedi.com).