

## How Aptarro's RevCycle Engine Transformed Newport Orthopedic Institute's Billing Operations



Newport Orthopedic Institute is the largest orthopedic and musculoskeletal group in coastal Orange County, CA. They provide a continuum of care ranging from conservative treatment to surgical intervention in every area of orthopedic care and serve their patients well by providing a high level of comprehensive care and service in every major orthopedic specialty.

### THE CHALLENGE

#### A manual bill review process & missed revenue opportunities

Newport Orthopedic Institute set ambitious goals to reduce manual labor associated with their charge review process by 50%. They were looking to reduce repetitive coding errors which led to charge corrections, unnecessary manual work, and delayed reimbursements. With the expectation to reduce billing staff by using automation, while adapting to increases in provider workload, they needed a solution that could streamline their revenue cycle operation without increasing staffing.

“I love the reports. They are a key tool in our monthly board meetings and revenue cycle board meetings, helping me demonstrate the ROI of RevCycle Engine. They provide a clear picture of how much work is being fixed before it ever becomes a problem, which is invaluable for keeping leadership informed.”

- Lissa Owen, Director of Revenue Cycle

### THE SOLUTION

#### Automation Powered by Expertise

Enter Aptarro's RevCycle Engine, an intelligent revenue cycle automation engine. By implementing automated charge corrections based on Correct Coding Initiative (CCI) edit logic and custom rules, the group significantly reduced manual intervention while ensuring CPT/HCPC/ICD10 code combinations were accurate before claims generation.

### THE RESULTS

#### Faster, Smarter, More Reliable Billing

The practice saw immediate efficiency gains with RevCycle Engine. The impact was clear:

**70%**

13,338 of 19,174 coding/billing issues identified were automatically corrected

#### FTE Savings

avoided hiring additional budgeted staff

**76%**

reduction in time to process charges

#### Increased practice performance

related to billing and downstream revenue cycle processes impacting denials and appeals

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*“The providers are engaged in creating rules themselves. They’re asking, ‘Can this scenario be built into RevCycle Engine?’ They’re starting to think of clever ways to make the system work for them, even in smaller pain points. The physicians are most thrilled about how much less work they must do, such as ordering of codes. Engagement continues with new rules being added weekly.”*

*- Lissa Owen, Director of Revenue Cycle*

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These advancements enhanced billing efficiency and highlighted existing and ongoing burdensome processes. The reporting available to leadership is equally impactful and gives meaningful performance insights.

## **UNEXPECTED VALUE**

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### **Improved Provider Satisfaction**

Beyond automation, Aptarro’s custom rules and content translated to increased billing accuracy. Real-time reporting highlights these improvements, so providers see firsthand how their billing improved, creating buy-in and engagement at all levels.

## **FINAL VERDICT**

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### **A Game-Changer for Revenue Cycle Management**

Newport Orthopedic Institute not only met but exceeded their expectations for efficiency and accuracy. With RevCycle Engine handling the heavy lifting, their team is now focused on more rapid billing throughput, ultimately improving cash flow, reducing denials, and driving revenue stability.

**Improve your organization’s financial and operational health.**

To learn more, contact us at [communications@aptarro.com](mailto:communications@aptarro.com).

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