

US Eye Streamlines Post-Acquisition Training and Automates 67% of Charges



US Eye is a multi-specialty eye care practice with a focus on providing an unparalleled patient experience. As a physician-led entity, they look to partner with practices who have similar goals of delivering exceptional patient outcomes. They have over 50 locations with more than 100 providers across four states. When they partner with a new practice, they aim to streamline workflows and improve overall services.

THE CHALLENGE

Prior to working with Aptarro, US Eye relied on a very manual four step process to produce their claims. Every day, thousands of charges had to be reviewed by the charge poster in the EHR, manually pushed from EHR to the PM system, scrubbed through the limited PM edits, and finally run through custom edit reports to produce the cleanest claims possible. This process took their 22 charge posters an average of 17 hours per day.

As a private equity-backed medical group, the goal of bringing on new practices required staff to be trained in using US Eye's processes, which could vary greatly from how they posted charges before. Sharing the charge poster's knowledge was difficult because the processes weren't always documented, which contributed to a steep learning curve. They needed a way to simplify the charge process while creating a central knowledge repository where everyone, including new staff, had access to best practice coding and billing procedures.

THE SOLUTION

Aptarro has assisted PE-backed medical groups by helping to scale their operations with technology that enables system and process standardization. US Eye implemented RevCycle Engine to fuse together their team's billing and coding expertise with the rules engine to automate their manual processes. The rules engine acts as a collective knowledge base for the charge posters, eliminating the learning curve for new staff.

“I have over 30 years' experience in healthcare with approximately 25 of those being in a revenue cycle role. During this time, I've worked for large and small companies, having had the opportunity to take part in a variety of improvement projects. Our team at US Eye agrees that the RevCycle Engine implementation was easily the best we've ever experienced. We are thankful for our ongoing partnership.”
 - Ellen Grasso, VP of Revenue Cycle

THE RESULTS

Partnering with Aptarro has helped US Eye:



REDUCED

charge lag from 2.56 days to 1.5 days



DECREASED

denials by 11% in calendar year



IMPACTED

94% of the total charge volume with rules, with 67% of those issues being automatically corrected

- Eliminate 7 FTEs from the charge review/correct process through automation
- Reduce workload for collectors through avoidance of high-level denials
- Learn that by engaging the RCM staff in the transition, they better understood how important these changes were and felt their feedback was valued. To increase engagement, they offered an incentive plan for their charge entry team and collectors to recommend new rules based on issues that arise daily. They average one new rule request per day.
- Use data to provide feedback to the clinical and operational teams, positively impacting the revenue cycle downstream
- Close the feedback loop by meeting bi-weekly with Charge Entry and A/R managers to review recent denials/rejections and create rules accordingly
- Build confidence and trust with providers by providing a tool that validates encounters before they're submitted thereby increasing timely payments
- Send KPI and denial rate data to the private equity board for improved reporting