Adirondack Health Boosts Efficiency and Reduces Denials with Seamless Aptarro Integration

ADIRONDACK HEALTH

Adirondack Health is a not-for-profit healthcare system serving the heart of the Adirondack region for over a century. As the largest private employer in the Adirondack Park, they combine deep community roots with a mission of excellence, healing, and compassion. With more than 900 employees and physicians board-certified in 25 specialties, Adirondack Health offers comprehensive, patient-centered care across a range of services.

THE CHALLENGE

Before partnering with Aptarro, Adirondack Health faced two major operational hurdles. First, their clinics were using disparate legacy EHR systems with cumbersome interfaces and limited integration capabilities. This disconnect between systems often resulted in coders inadvertently sending duplicate charges into the PM system. Cleaning up those excess charges had to be done manually, creating a time-consuming and error-prone process for their billing team.

Second, Adirondack Health lacked a streamlined way to capture HCC and quality data during patient visits. Instead, this critical information was gathered retrospectively, requiring significant effort and the equivalent of a full-time employee's bandwidth just to keep up. These inefficiencies slowed down revenue cycle processes and impacted data accuracy.

> "In my 13 years here, I've seen countless system integrations and onboarding processes. I've never experienced a rollout as smooth or as successful as this one. The Aptarro team was incredibly responsive, consistently patient, and delivered on every promise they made. I truly can't say enough about the support we received. It's the best customer service I've ever encountered—whatever you're doing in that area, you should be marketing it!"
>
> **— Mackenzie Boushie**
> *Director of Health Information Management, Adirondack Health*

THE RESULTS

Partnering with Aptarro has helped Adirondack Health:

46% OF CHARGE CORRECTIONS AUTOMATED

Stopped duplicate charges and reduced backend billing issues.

FREED UP 1 FULL-TIME EMPLOYEE

Real-time automation removed the need for manual reviews.

IMPROVED POINT-OF-CARE HCC CODING

Captured codes correctly—before claims were submitted.

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communications@aptarro.com.

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THE SOLUTION

Aptarro implemented its RevCycle Engine solution to bring efficiency and automation to Adirondack Health's revenue cycle. With the RevCycle Engine in place, the system now automatically prevents duplicate charges from migrating into the EHR, eliminating the need for manual cleanup and saving the billing team countless hours every month.

Additionally, Aptarro's HCC Coding Engine enables providers and clinical staff to capture HCC and quality data at the point of care, eliminating the need for retrospective reviews. This not only frees up staff time but also improves data integrity and helps Adirondack Health stay ahead of value-based care reporting requirements.

THE RESULTS (continued)

- Prevent duplicate charges from entering the EHR

- Achieve a 46% automated charge correction rate, significantly reducing issues caught in the billing scrubber

- Improve HCC code capture at the point of care, ensuring consistent and accurate data before claims submission

- Eliminate the need for retrospective HCC and quality review, freeing up the equivalent of one full-time employee

- Build employee confidence in automation tools by ensuring rules fire correctly and fixes occur before errors hit the backend systems

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