

## Jackson Heart Adds Aptarro to NextGen and Achieves 60%+ Charge Automation



Jackson Heart Clinic is a leading cardiology practice in Mississippi, offering comprehensive cardiovascular care across multiple locations. With a team of 35 providers, they manage approximately 10,500 patient encounters per month, utilizing NextGen's EHR and PM systems to support their operations.

### THE CHALLENGE

Like many high-volume specialty groups, Jackson Heart was up against rising denial rates, lagging A/R, and the daily grind of manual coding corrections. They needed to clean up their claims pipeline, speed up reimbursement, and do it all without increasing staff. Operating within a hosted EHR environment, the team needed a solution that could streamline operations without disrupting clinical workflows. A key challenge involved adapting internal processes to NextGen's charge entry architecture, requiring staff to shift to more EHR-based entry than they had done historically.

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*“RCE was really successful and helped with our claims. I'd rate the team a 10 because they went above and beyond for us.”*

- Misty Gainey

Director of Revenue Cycle, Jackson Heart Clinic

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### THE SOLUTION

Jackson Heart brought in Aptarro's RevCycle Engine to work alongside their existing NextGen setup. The goal: automate the repeatable, surface the fixable, and give their team better visibility into where revenue was getting stuck. With six consistent users and no internal rule writers, the Aptarro team provided targeted training and implementation support to ensure adoption, alignment, and a smooth go-live.

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

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### THE RESULTS

Jackson Heart now spends less time fixing errors—and more time moving claims forward. The team achieved a tightly integrated setup that reduced manual intervention, improved clean claim performance, and helped them stay on track operationally—without disruption.



#### 60%+ OF CHARGE CORRECTIONS FIRE AUTOMATICALLY

Reduces manual review and improves billing accuracy.



#### GO-LIVE ON SCHEDULE, NO DISRUPTIONS

Aptarro and NextGen worked together to deliver a seamless launch.



#### SEAMLESS INTEGRATION WITHIN NEXTGEN

Visibility and control without added complexity or resources.