

Anesthesia Consultants of Indiana Boosts Monthly Revenue by 33% and Strengthens Operations with McKesson Revenue Cycle Management Solutions

At a Glance

Organization

Anesthesia Consultants of Indiana
Crown Point, Ind.

- Affiliated with St. Anthony's Medical Center
- 7 physicians
- 9 CRNAs

Solution Spotlight

- McKesson Practice Consulting Solutions
- McKesson Revenue Management Solutions

Critical Issues

- Inaccurate coding
- Need for denial management
- Manual processes
- Lack of effective CRNA billing

Results

- Collections increased by approximately 33% per month within months of going live
- Renegotiated contracts boosted revenues
- Physician documentation improved
- Coding errors were reduced

Ineffective billing data collection, manual processes and lack of coding standards, among other things, combined to place Anesthesia Consultants of Indiana (ACI) in financial peril. Management realized that change was necessary. ACI made a strategic move and outsourced its billing operations to McKesson, a world-class provider of revenue cycle management solutions and consulting services. With McKesson's expertise, ACI gained the power to renegotiate payor contracts, improve physician documentation and boost collections by 33% per month.

Challenges

ACI felt its medical billing data collection process was ineffective and placed the group at great financial risk. Crucial patient information necessary to complete claims had to be manually retrieved and entered. This time-consuming process led to inaccuracies, delays and incorrect reimbursements.

ACI was also concerned that it might be leaving money on the table by not taking advantage of the reimbursement opportunities represented by the work of its certified registered nurse anesthetists (CRNAs).

"In addition to claims processing and accounts receivable reporting, our practice needed help with insurance follow-up, payment posting, correspondence/denial review, private pay collections and customer service," says Evelyn Santos, M.D., medical director. "It was clear that we needed focused technological resources for accounts receivable management."

Answers

After an extensive search for a revenue cycle management partner, ACI chose McKesson for its revenue cycle management solutions and practice consulting solutions. At the start of the engagement, McKesson practice consultants reviewed the group's existing processes then designed and implemented an effective solution for the practice. Specific components include:

- **Practice Support:** McKesson improved medical billing and accounts receivable management to help ensure that ACI physicians are paid what they are owed. Physician documentation standards were implemented to improve coding. In addition, McKesson's personnel worked with the group and the hospital to improve documentation flow. This coordination allows the practice to efficiently and accurately receive the patient information required for claims processing.

Mckesson Revenue Management Manual

Briton Hadden, Henry R. Luce



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Healthcare Financial Management, 2009

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