



NextGen Healthcare:  
Taking the Pain Out  
of HIPAA 5010 and  
ICD-10 Preparation

**NEXTGEN**  
HEALTHCARE

The transitions to HIPAA 5010 and ICD-10 are huge undertakings, but we have the tools and team to make them smooth processes. With NextGen Healthcare, you'll be Ready2Go!

## WHAT YOU NEED:

It's tempting to let your IT team handle the headaches associated with transitioning to the new HIPAA 5010 standards and ICD-10 codes, but the best approach is to involve every corner of your organization because these changes touch every single department.

You need a partner who can help everyone get ready for the new standards, the new codes, and a new way of doing business—from IT staff and administrators to clinicians. It's imperative to find a partner with wide-ranging expertise in project management, technical troubleshooting and training. And that training needs to be available in an array of formats that can be accessed 24/7.

You also need a winning strategy for tackling 5010 first, then proceeding to the specifics of ICD-10 implementation. You need NextGen Healthcare.





## WHAT NEXTGEN HEALTHCARE DELIVERS:



**NextGen® Practice Management** blends technology and teamwork to get you ready for these new standards and codes. First, we help you prepare for HIPAA 5010, which sets the stage for a successful ICD-10 implementation. If you're a NextGen Practice Management client, our entire claims team is available to help you transition to 5010. We sponsor frequent 5010 webinars, and will do the same with ICD-10 as each go-live date approaches.



**NextGen™ Practice Solutions** helps ensure that your billing and collections remain healthy during the 5010 and ICD-10 transitions. Without help, your organization's accounts receivable can get seriously off track. We also provide a wealth of online training tools and resources for your physicians and staff. They learn what's essential to know, without getting bogged down in too many business or IT details.



**NextGen™ Electronic Data Interchange (EDI)** reduces claim errors and speeds up payments to improve your facility's cash flow and productivity. NextGen EDI plays a pivotal role in your 5010/ICD-10 implementation, so we go the extra mile in education. Our numerous white papers and webinars can help keep you on track. We will also offer an online tool that will let you measure your ICD-10 progress by allowing you to enter a sample file to see what EDI adjustments you'll need to make.



**NextGen™ Consulting Services** offers special consulting engagements for facilities that have not yet met the prerequisites for 5010. We'll help you get ready for the fast-approaching 5010 deadline, then create an organization-wide strategy for implementing ICD-10 coding by the Oct. 1, 2013 deadline. And don't forget: all our ICD-10 solutions will be in place and tested a full year before that deadline. We can assist you with gap analysis and implementation tips that make the transition easier.



**NextGen® Inpatient Financials** plays a crucial role in the 5010/ICD-10 transition because we help automate and consolidate financial processes across multiple facilities, including hospitals, clinics, and physician offices. This ensures that all your facilities are "on the same page" when using the 5010 protocols or entering the new codes—helping your organization streamline quality management and improve financial performance.



## NEXTGEN PRACTICE MANAGEMENT

“Our file rooms, which previously held paper charts, are now converted into three exam rooms. Each room can accommodate up to 24 patients a day. With an average revenue per patient of \$150, that’s \$3,600 a day—or \$936,000 a year—in additional revenue.”

## KEY FEATURES:

The NextGen Practice Management system can be configured to match your practice's business rules for easy monitoring of all administrative activities. Automated tasking lets staff concentrate on productive duties, while the system handles the "manual" chores. Fully supportive of 5010 transactions, NextGen Practice Management gives you:

- > **WorkLog Manager** — Automated tasking, prioritizing, and completion tracking of tasks including:
  - Appointments
  - Denial management
  - Collections management
  - Tasks such as small balance write-offs and A/R reclassification
- > **Background Business Processor** — Automated scheduling of labor-intensive business tasks such as eligibility, statements, claims, or letters
- > **Customized check-in/checkout workflow**
- > **Standard and customized reports**
- > **Insurance eligibility verification** — Real-time or batch
- > **Claim status verification** — Real-time or batch
- > **Claim denial prevention** — Error identification prior to submission
- > **Electronic primary and secondary claims submission**

NextGen Practice Management offers more than just electronic billing and claims management. It automates the entire administrative workflow—from front-end scheduling to back-end collections—to improve ambulatory practice productivity. Fully supportive of 5010 transactions, our award-winning solution helps practices reduce A/R days, improve collections, decrease denials, boost efficiency, and strengthen accountability—all without the cost of hiring additional staff.

## Supporting Your Advancing Healthcare Goals:

We extend the concept of "accountable care" beyond the exam room with automated tasking and scheduling capabilities. Not only does NextGen Practice Management streamline task assignment to appropriate staff, it tracks when each task is completed to foster more individual accountability. Efficiency and transparency add up to more time free for critical patient care responsibilities.



## NEXTGEN PRACTICE SOLUTIONS

“ Establishing a deeper partnership with NextGen Practice Solutions was seamless because of its tight integration with NextGen® technology. No interfaces were needed, and the implementation team was thorough, leaving no questions unanswered. Within just a couple of weeks, NextGen Practice Solutions identified billing trends such as post-adjudicated denial patterns and days in accounts receivable (DAR) by payer-specific product. As a result, we now have full transparency to help manage our operational efforts and avoid any negative trends. This will ultimately improve our revenue cycle and allow us to provide better service to our patients.”

-Brian Bizub, Chief Executive Officer, Palm Beach Orthopaedic Institute, Florida.

## KEY FEATURES:

While there are many “warehouse” services that offer a standardized approach to RCM services, NextGen Practice Solutions prefers to tailor its services and approach. We offer:

- > **A flexible service delivery model** — Different business needs mean that a standard revenue cycle model may not be the answer.
- > **Regional knowledge** — We know your regional payers, their rules, and how new regulations may affect your practice.
- > **Superior revenue cycle outcomes and denial management expertise** — Our practices’ revenue cycle outcomes are generally in the top quartile of performers nationally.
- > **A metrics approach** — We provide benchmarking, data analysis, and regular joint management meetings to communicate practice performance, financial outcomes, and opportunities for improvement.

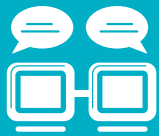
Our core revenue cycle management services include:

- > **Billing and collections**
- > **Electronic claims submission**
- > **Electronic remittance & payment posting**
- > **Accounts receivable follow-up**
- > **Statement generation**
- > **Management customer service**
- > **Account management**

NextGen Practice Solutions provides unparalleled technology-driven revenue improvement support to ambulatory practices to maximize their revenue cycle results and create efficient and effective business operations.

## Supporting Your Advancing Healthcare Goals:

Physician practices today face stringent regulations, increased payer rules and edits, and eroding bottom lines. Administrators need to be confident they are prepared and compliant with 5010 and ICD-10 rules and ensure no loss of claims. NextGen Practice Solutions leverages the power and familiarity of the 5010-compliant NextGen Practice Management system to offer customized billing and collection services that can create operating efficiencies, improve cash flow, and increase revenue.



## NEXTGEN ELECTRONIC DATA INTERCHANGE

“We’re able to do a little more with less. We’re able to do a little bit more billing, a little bit better coding, with less people because the system is a little bit more efficient than what we were using before. So that value then allows us to do a little bit more clinically for patients.”

*-Mark Masters, Chief Administrative Officer, Jacksonville Heart Center,  
Jacksonville, Florida*

## KEY FEATURES:

- > Claims processing
- > Eligibility verification
- > Integrated payment processing services
- > Statement processing and correspondence
- > Direct deposit
- > Appointment reminders

From printing and stuffing patient statements to endless data entry or eligibility verification, administrative tasks can put a strain on your already limited resources and take a toll on profits. NextGen EDI can relieve your staff of those time-consuming duties. We help you manage a wide range of administrative processes by moving data electronically from your NextGen Practice Management system to our NextGen EDI team to handle. After completing the services, your system is updated.

## Supporting Your Advancing Healthcare Goals:

NextGen EDI delivers the functionality that meets the administrative needs of a practice while seamlessly leveraging and updating your 5010-compliant NextGen Practice Management system. Services may also contribute to business requirements in an accountable care environment. As a result, a practice can realize:

- Fewer A/R days
- Quicker payments
- Reduced claim errors
- Fewer resubmissions
- Improved cash flow
- Greater staff productivity



# NEXTGEN CONSULTING SERVICES

“ We benefit from outsourcing our billing and collections because of the depth of knowledge that the staff at NextGen has. As a small practice, we just don't have the depth. If my manager doesn't know the answer, she goes and finds it within the organization, and for us, that is invaluable. ”

*-Sarah Cuneo, Practice Administrator, Chrosniak, Schwartzbauer and Mehta, Silver Spring, MD*

## KEY FEATURES:

NextGen Consulting Services are divided into four areas, each playing a role in helping clients reach peak performance. Below are the key features of each area.

### **NextGen™ Professional Consulting Services**

- > Strategic direction
- > Organizations through transformations
- > Increase cash flow; decrease costs
- > Practice management functionality

### **NextGen™ Technical Consulting Services**

- > Build custom add-on features to mainstream applications
- > Data conversions from legacy systems
- > Customized programming
- > Interface development with financial and insurance systems
- > Customized enterprise and government reporting
- > Customized IT training

### **NextGen™ Physician Consulting Services**

- > Guidance from a qualified team of physicians from a multitude of specialties
- > Years of real-world experience in healthcare IT
- > Workflow evaluation
- > Make recommendations for optimizing EHR systems, preparing for Meaningful Use, and quality improvement

### **NextGen™ eHealth Consulting Services**

- > Electronic Data Interchange (EDI) to relieve staff of time-consuming duties
- > Manages a wide range of administrative processes
- > Moves data electronically from clients' practice management system to our EDI team
- > Updates of clients' practice management system when tasks are completed

NextGen Consulting Services are designed to equip clients with the strategic guidance and best practices needed for success in today's healthcare environment. Our experts in technology, finance, and healthcare delivery partner with our clients to help ensure exceptional business and clinical results. Focusing on people, process, and technology, our Consulting Services help organizations put together a future-state vision, create an executable strategic road map, and build a set of guiding principles that will help them make decisions at the executive, operational, and design levels.

## Supporting Your Advancing Healthcare Goals:

By leveraging our proven expertise in both the clinical and financial side of the business, NextGen Consulting Services help clients improve revenue cycle operations with optimized practice management functionality; achieve best practice EHR and Meaningful Use adoption; develop strategic road maps; and establish project governance. We provide an approach, a methodology, and a tool kit that has a level of standardization and predictability, so our clients learn to be self-supporting and can carry on with their initiatives long after our Consulting Services engagement is over.



## NEXTGEN INPATIENT FINANCIALS

“We’ve had NextGen Financials since ‘98— and it works quite well for us. It’s established, it’s solid...it’s flexible.”

-Kim Larkin, CIO at Washington County Hospital, Nashville, Illinois

## KEY FEATURES:

Hospitals can gain maximum return on investment through fully-integrated applications including:

- > **Census, ADT, and registration** —Utilizes an enterprise-based MPI to retain key patient demographic and financial information to support the admitting and registration process, including identifying preauthorization and utilization management requirements.
- > **General ledger and budgeting** — Supported by an audit trail, transactions can be summarized to produce custom financial reports.
- > **Materials management** — Provides effective control for purchasing, inventory, and distribution; and helps to ensure optimal terms and conditions are considered.
- > **Executive decision support:** Facilitates decision-making needs of management by providing easy access to key performance indicators relevant to meeting the strategic goals of the organization.
  - Patient accounting
  - Accounts payable
  - Fixed assets
  - Human resources

NextGen Inpatient Financials can help hospitals improve their bottom line and streamline operations through a comprehensive system designed to automate and consolidate financial processes at multiple facilities, including hospitals, clinics, psychiatric, and physician offices.

Sharing a common patient database with a community-based Master Patient Index (MPI), NextGen Inpatient Financials is based on open systems network architecture to provide the flexibility to meet specific operational needs and hardware requirements.

## Supporting Your Advancing Healthcare Goals:

As a result of automating the financial data at your facilities, you'll have more time to put towards advancing the care you provide and achieving your goals of becoming an ACO, demonstrating Meaningful Use, and reaching other quality care objectives.

IT'S NOT YOUR IMAGINATION. THE DIGITAL TRANSFORMATION OF  
HEALTHCARE DELIVERY IS GAINING MOMENTUM – EVERY DAY.



For more information on NextGen Healthcare's portfolio, and to view initial product demonstrations, visit [www.nextgen.com](http://www.nextgen.com). To speak with a sales representative, call 215-657-7010 or email us at [sales@nextgen.com](mailto:sales@nextgen.com).

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