



NextGen Healthcare:  
Set the Stage for Impressive  
Business Growth

**NEXTGEN**  
HEALTHCARE

Today's regulatory and technical complexities can slow down your organization's financial growth. But with help from NextGen Healthcare, you'll be Ready2Go!

# WHAT YOU NEED:

There are more roadblocks to robust growth in healthcare than in most other industries. A healthcare provider's primary goal is to deliver quality healthcare. As a result, few clinicians have the time to focus on business issues. They need tools to help them run their businesses more effectively, with fewer resources.

You need enterprise-wide solutions that offer full transparency and the ability to fine-tune your revenue cycle. More than ever, you have to consolidate processes and streamline administrative activities for greater staff productivity. And it's important to find easily customizable billing and collection systems that can improve cash flow and boost revenue.

As healthcare increasingly moves toward quality-based reimbursement models, you also need ways to improve outcomes at lower costs—and the tools to report those accomplishments faster, with fewer hassles. Finally, you need a source for strategic guidance, where you can get the latest insights on business best practices.





## WHAT NEXTGEN HEALTHCARE DELIVERS:



**NextGen® Practice Management** handles routine tasks so your staff can focus on more patient-centered activities. We help your productivity soar, by letting you automate and prioritize tasks like appointments and denial/collections management. Plus, you can automatically schedule labor-intensive tasks like eligibility verification, claims submission and letter generation



**NextGen™ Practice Solutions** handles all the “blocking and tackling” of revenue cycle management (RCM) so you can focus on all-important clinical matters. We give you a one-stop solution that can facilitate even the most robust collections growth. Too many healthcare groups let A/R manage them; NextGen Practice Solutions puts you back in charge of your A/R.



**NextGen™ Electronic Data Interchange** leverages the strengths of NextGen Practice Management to help you meet the business requirements of the patient-centered, accountable care environment. Your practice can achieve fewer A/R days, faster payments, and reduced claim errors. It all adds up to fewer time-consuming resubmissions, improved cash flow, and greater staff productivity.



**NextGen® Real Time Edits** integrates with NextGen Practice Management to give you thousands of the most current commercial and Medicare payer rules so you can edit claims correctly during the billing process. You get the assurance of knowing that claims are clean before submission, speeding up the revenue cycle and greatly reducing the costs associated with rebilling



**InSight Reporting™** offers a real-time, transparent view of key business metrics, allowing you to quickly correct revenue cycle and performance problems. You get one of the industry's most comprehensive databases spanning ERA, ERN, and EOB data. And you can quickly query and compare your organization's reimbursements, utilization, and productivity measures to other facilities around the country.



**NextGen® Dashboard** makes it easier than ever to monitor clinical, financial, and operational data in a rich graphical format, with preprogrammed charts that are ready to go at installation (but can be customized to your unique needs, too).



**NextGen® Inpatient Financials** lets you automate and consolidate financial processes at multiple facilities, including hospitals, clinics, and physician offices. We ensure that all facilities are “on the same page” when it comes to things like census data, general ledger and budgeting, and materials management.



**NextGen™ Consulting Services** puts our cutting-edge clinical and financial expertise to work for you, offering physician consulting services, technical consulting, eHealth expertise (EDI and administrative automation), and more.

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## 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 REAL TIME EDITS



## KEY FEATURES:

- > **Content Rich** – You gain access to an extensive database of claims edit data and code sets—including CMS’s NCCI, LCD/NCD, Medically Unlikely Edits and OCE rules. Plus, you have access to NextGen Healthcare’s Real Time Edits catalog, which contains multiple adjudication rules across a number of payers. In fact, we give you the ability to request adjudication rules for any of your payers.
- > **Dynamic Content** – We don’t leave you dependent on new product releases to obtain new edits. Instead, new rules are deployed weekly, allowing for immediate access for you. They’re returned via Web calls from our edit engine.
- > **Automated Updates** – You get the benefit of CMS rules that automatically are updated as they’re published.
- > **Flexible Configuration** – You can apply edits to a payer at varied configuration levels that include—but aren’t limited to—rules driven by provider specialty, group, practice or location.

More than 15% of all claims are denied due to incorrect coding, according to the Medical Group Management Association (MGMA). With costs spiraling upward, you can’t afford to leave earned dollars on the table—or to waste valuable resources chasing down, reworking, and resubmitting claims.

You need a solution that helps reduce denials and expedite your revenue cycle while still keeping you in compliance with ever-changing payer requirements. By integrating NextGen Real Time Edits into NextGen Practice Management, we give you access to thousands of the most current commercial and Medicare payer rules. You get greater assurance your claims are clean before they’re submitted—which means faster reimbursement for you.

With NextGen Real Time Edits, you can:

- Reduce days of outstanding A/R
- Increase claim validity
- Optimize reimbursement
- Improve staff productivity



## INSIGHT REPORTING

“I am interested in how to find and fix reimbursement problems in the most efficient way possible. I have been able to identify several such problems by simply looking at the graphs provided involving some of our commercial insurances that may have otherwise taken me several weeks or months to learn about reimbursement/denial problems.”

*-Susan Lupo, A/R Manager, Lansing Ophthalmology*

## KEY FEATURES:

Whether the healthcare organization is a small practice run by a physician or an enterprise managed by an executive, solutions to revenue cycle problems are reduced to minutes instead of days or weeks, and are easier to solve with actionable information in hand.

Consider:

- > **A flexible service delivery model** — Different business needs mean that a standard revenue cycle model may not be the answer
- > **Reimbursement:** Take action for fewer exceptions and an accelerated cash flow
- > **Utilization:** Reduce risk by comparing code usage and performance
- > **Compliance:** Set customized audit risk alerts and outlier recognition

Organizations leveraging the InSight Reporting and taking appropriate actions are seeing:

- Reduced denial rates
- Accelerated cash flow
- Fewer A/R days
- Improved staff productivity

### MEASURING REVENUE CYCLE ATTRIBUTES AGAINST THOSE OF OTHER HEALTHCARE ORGANIZATIONS MEANS CRITICAL QUESTIONS CAN BE ANSWERED, SUCH AS:

- > How is staff performance?
- > Is the organization paid at the same speed as its peers?
- > How does code usage compare to state or national averages?
- > What is the denial rate compared to others?
- > Is the organization an outlier on key audit triggers?
- > How do I optimize reimbursements?
- > How do I improve staff productivity?

InSight Reporting provides a real-time, transparent view into essential business metrics. Leveraging a powerful comparative analytic system and knowledgebase, healthcare organizations can quickly identify and correct revenue cycle and performance issues. More than a decade of historical claims data from providers across the country makes this one of the industry's largest and most complete ERA, ERN, and EOB databases. Through its complete integration with NextGen Practice Management, users can quickly query and then compare reimbursements, utilization, and productivity measures with other healthcare organizations at local, state, and national levels. And, queries can access real time or historical views of data.

## Supporting Your Advancing Healthcare Goals:

With the likely advent of new models of collaborative care, with shared risk and cost containment structures, healthcare entities need full transparency to manage their operations and avoid negative trends.

Through immediate and precise access of InSight Reporting performance data, managers can make quick and appropriate adjustments to their revenue cycle. This helps monitor and address critical revenue exposure at both the organization and provider level.



# NEXTGEN DASHBOARD

## KEY FEATURES:

- > Visually rich, graphical format
- > Clinical, financial, and operational data
- > Data from multiple sources and databases
- > Segmentation by provider or practice

NextGen Dashboard can help you improve the quality of patient care by identifying treatment opportunities and increasing overall productivity through better management of resources, both of which can ultimately enhance your practice's overall financial performance.

Equipped with multiple pre-programmed charts, NextGen Dashboard is ready to go at installation, and with its easy-to-use interface, users can quickly create and save their own personal charts. Plus, to create a more thorough picture of a practice's performance, data can be extracted from not only the NextGen Healthcare database, but also from other data sources.

If someone asked you how many of your patients with diabetes mellitus had their blood pressure controlled, would you be able to find the answer quickly? Could you find it and segment it by provider or by practice? Or, could you find how many encounters were scheduled month-to-date and how many of the appointments were canceled or kept, a no-show, or rescheduled?

With NextGen Dashboard, you can find the information quickly and easily, and display it in an easy-to-interpret, colorful and graphical format. If you want even more detail, you can drill down from one level to the next with the click of a mouse.

This provider-based tool can create graphical images that reflect the priorities of the entire practice or of a single person. You can even examine the same data in different formats or use the format to differentiate the data.



## 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.



# 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) relieves staff of time-consuming duties
- > Manages a wide range of administrative processes
- > Moves data electronically from clients' practice management system to our NextGen 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.

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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Patent pending.