

“We should have done this years ago.”

CLIENT PROFILE

The Clinics of North Texas, in operation for more than 100 years, combines a network of more than three dozen physicians in more than 15 medical specialties. It's the largest independently owned group practice in the Texoma region.

Clinics of North Texas CIO Melissa Huff knew her organization needed to simplify business office operations and improve collections to help enhance patient care. With 20 in-house employees engaged in billing and collection workflows, Huff recognized that there had to be a better way to keep pace with reimbursement requirements and maintain consistency.

“We had an issue where we felt that we could get more revenue than what we were collecting. We started doing some research and we found a lot of issues,” Huff said. “These were really basic trouble-shooting steps that we should not have to spend time on. We wanted to be able to manage proactively instead of historically. We were tired of chasing issues and chasing money.”

Gaining expert guidance

Huff and the leadership team began exploring a variety of revenue cycle services offerings and gravitated toward Veradigm because of the close partnership both organizations developed over the last decade.

“We’ve been live on Veradigm since 2010, so of course we were going to look at Veradigm,” Huff said.

“The Veradigm team was the only Revenue Cycle Services team we could talk to that understood what we were saying,” Huff said. “We didn’t feel like we were going back to square one explaining Business Office 101...some of the other Revenue Cycle Services teams either wanted us to switch practice management systems or EHR systems. Or they wanted us to change everything we were doing with no good reason.”

CLIENT PROFILE

- Clinics of North Texas
- Wichita Falls, Texas, U.S.A.

OVERVIEW

- 250,000 visits a year
- 200 employees
- More than 35 physicians
- 15 medical specialties
- Serves 10-county region of Texoma

VERADIGM SOLUTIONS

- Veradigm® Revenue Cycle Services
- Veradigm® EHR
- Veradigm® Practice Management
- FollowMyHealth®

OUTCOMES

- 20% revenue increase in one year
- 67% reduction in A/R days
- 1.64% increase in gross collection rate

Huff compared staff costs with the cost of Veradigm Revenue Cycle Services. The favorable comparison and reduction of in-house headaches helped make the decision easy. Huff also recognized that the solution would enable her team to:

- Keep pace with complex reimbursement requirements
- Access Veradigm Revenue Cycle Services expertise and maintain consistency
- Better manage reimbursement cycles with access to advanced analytics
- Resolve inefficient billing workflows and work toward continuous improvement



I wholeheartedly recommend any of the Veradigm products we've encountered...It really is a true partnership."

- Melissa Huff, CIO
Clinics of North Texas

Due to its success with Veradigm Revenue Cycle Services, Clinics of North Texas was honored with a 2021 Better Performers Award from the Medical Group Management Association (MGMA). The practice ranked in the top national percentiles in both the Operations and Value categories.

Expanding the partnership

With Veradigm Revenue Cycle Services, clinic staff members can now focus on their core responsibilities and improve efficiency. Ultimately, this approach boosts productivity and effectiveness across the practice. With Veradigm, Clinics of North Texas can continue to process claims quickly instead of worrying about collections.

"I wholeheartedly recommend any of the Veradigm products we've encountered. Anytime I have an issue, I have the right Veradigm people to reach out to so that we can get it resolved. Veradigm is more than willing to work with us and understands what our end goal is," Huff said. "It really is a true partnership."

Achieving revenue cycle excellence

Clinics of North Texas went live on Veradigm Revenue Cycle Services in August 2019 and the solution quickly became invaluable. Within the first year of implementation, the practice's revenue rose by 20% and its gross collection rate increased by 1.64%. As of January 2022, the organization reduced days in accounts receivable (A/R) by 67%, from 30 to 10 days, and lowered the rate of A/R over 90 days from 56% to 16%.

"With a physician-owned organization, it's huge to them when you improve collections. It's their livelihood. The more we increase revenue, the better off everyone is," Huff said. "We should have done this years ago."



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