QuestQuanum™

Case study:
Dr. Harry Mayer

Attleboro, MA

Quanum RCM helps MA practice improve billing

Linda McDonald is office manager at Dr. Harry Mayer's office in Attleboro, MA. Dr. Mayer has been practicing family medicine for over 37 years. Linda has worked with the doctor for the past 12 years. They have 5 total employees, and see 6 to 15 patients per day. About 50% of these individuals are Medicare patients. In addition to running a busy practice, Dr. Mayer is also the medical director at Madonna Manor skilled nursing center in North Attleboro.

Challenge
In 2007, Dr. Mayer, a long-time Quest Diagnostics labs user, was approached by his laboratory representative about the electronic health record (EHR) offered by Quest. The practice had been using paper charts and was ready to transition to an EHR.

By November 2016, the office was looking to replace its billing service. The staff wasn't happy with communication from the company it had been using. Oftentimes, claims would be written off after several denials, and the team wouldn't find out about this until after the 90-day deadline, when it was too late to resubmit the claims. This was costing the practice thousands of dollars.

The team was searching for a billing solution that would integrate throughout the practice. Their previous solution did not sync with the EHR; so that meant staff was using 2 different programs, 2 different logins, and everyone had 2 screens on their desks.

Practice quick facts:

1 physician

5 employees

37 years experience

6-15 daily patients

50% Medicare

2007 began using Quanum EHR

2016 began using Quanum RCM

Quanum Solutions:
- eLabs
- EHR
- PM
- RCM

Case study: Dr. Harry Mayer

Solution

The Quanum EHR appealed to Dr. Mayer. Since he was already utilizing Quanum eLabs from Quest Diagnostics, information from patients who had done lab work with Quest would automatically transfer to the EHR, meaning the practice did not have to create new files for those patients, saving significant time and expense.

"One of the selling points for Dr. Mayer was that our laboratory reports would load automatically into the EHR," said Linda. "We do 90% of our blood draws in house, and we liked the fact that the results would quickly sync with our EHR."

When it came to billing, Quanum Revenue Cycle Management (RCM) offers a complete solution that spans from billing claims to denial management, and all billing-related activities and support in between. It would easily sync with the Quanum EHR.

The RCM package also includes Quanum Practice Management (PM) to simplify tasks, such as scheduling and appointment reminders. With PM, information flows easily between the EHR, PM, and RCM, ensuring real-time access to patient information, and connecting Dr. Mayer's front and back office.

Outcome

When it comes to the cloud-based EHR, Dr. Mayer enjoys the mobility of the solution and being able to use a tablet to capture patient information. This flexibility allows him to write prescriptions and check patient labs. The team is happy with the EHR after using it for over a decade.

The most recent improvements to practice workflow have been found in the use of Quanum RCM and PM.

"Since we've implemented the Quanum RCM, we've significantly reduced time spent in accounts receivable, and we are also experiencing fewer denials. The Quest billing team communicates regularly with me, and that has been great. I used to have to constantly run reports to check and see what our former billing company was doing, because often they wouldn't follow up on denied claims within 90 days. Now I don't have to worry about write-offs. This takes a lot of work off me." –Linda McDonald, *office manager*

Case study: Dr. Harry Mayer

The team is using the power of all three solutions to reduce denials before they even occur, by pre-determining eligibility and practicing time-of-service collections. Staff at the front desk verify patient eligibility with the insurance company the day before the appointment, and then scan the patient's insurance card and ID when they check in. If there's an issue with ineligibility, they may ask the patient to call the insurance company right then, have them pay their copay or deposit up front, or reschedule as necessary.

Recently, the practice began using the automated appointment reminders that are part of the Quanum PM. Patients are notified of their appointment via phone call or text message.

"This frees up a lot of our time that used to be spent calling patients," said Linda. "It has also reduced incidents of no-shows, and that is something we really appreciate."

Quanum clinical & financial solutions connect healthcare organizations, community physicians, and patients to **improve access to information and insights**.

Our applications work harmoniously to promote physician loyalty, provider collaboration, and positive patient outcomes.

To learn more, call 1.888.491.7900 or email Info@Quanum.com.

Quest Diagnostics™