

A CASE STUDY:

MMP Helps Oklahoma Emergency Practice Regroup after Contract Termination

GREEN COUNTRY EMERGENCY PHYSICIANS | TULSA, OKLAHOMA

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The Organization

Green Country Emergency Physicians operates emergency practices at two Oklahoma hospitals: Hillcrest Medical Center in Tulsa and Bailey Medical Center in nearby Owasso. The Tulsa practice employs 10 full-time physicians and four physician assistants. The Owasso group employs five full-time physicians. Together, the groups handle about 60,000 patient visits annually.

Challenges

For a number of years, Green Country enjoyed a stable and mutually beneficial relationship with Hillcrest Medical Center. During this period, the physician group relied on MMP for billing and practice management services. However, in 2006 amidst contract negotiations with Hillcrest Medical and its new owners Ardent Healthcare, the hospital unexpectedly announced that it would not renew its professional service agreement (PSA) with the group. The decision apparently was driven by a belief that the hospital could save money by contracting with a national emergency medicine staffing company.

Results

Unfortunately, the firm the hospital contracted with was not suited to meet the challenges of providing emergency services for the facility. As a result, the hospital was forced to bring in expensive, temporary physicians to cover holes in coverage. Costs mounted, and Hillcrest began having second thoughts about the wisdom of terminating the Green Country group's PSA.

MMP's practice management team had seen similar circumstances unfold in other markets and had anticipated the possibility that administration might want the old group to return. As it turned out, Hillcrest approached the group leadership about the possibility of forming a new practice and getting a new PSA in place as soon as possible. At the behest of group leaders, the MMP practice management professional who worked with Green Country, developed new rates and new terms to present to the hospital.

As expected, Hillcrest asked Green Country to come back about six months after the national provider had taken over. Hillcrest was amenable to the new rates and conditions, but needed the group to start immediately. Because only two of Green Country's physicians remained following the contract termination, MMP worked closely with the group's principals to quickly recruit and staff the practice. MMP also played a key role in credentialing new physicians, scheduling the staff and obtaining liability insurance for the group – all on an extremely tight time frame.

Today, Green Country once again enjoys a stable and productive relationship with Hillcrest. The group also has been able to establish, with MMP's assistance, an attractive service agreement with a second hospital, Bailey Medical Center in Owasso. As a result, the group is busier and more productive than ever.

For additional information, or to receive a proposal, please call **1.877.541.9690** or email emergency@cbizmmp.com