

A CASE STUDY:

MMP Uses MMPactsm Billing to Improve Front-End Processes; Equalize Third-Party Expenses for Florida-Based Radiology Group

RADIOLOGY ASSOCIATES OF TALLAHASSEE | TALLAHASSEE, FLORIDA

The Organization

Established: 1961**CEO:** John Detelich**CFO:** Lance Hampton**Director of Finance:** Cara Fowler**Group Size:** 16 physicians

MMP billing client since 2007

"MMP not only administered a smart new billing system within Radiology Associates and TDI, it also employed staff, assumed all office costs, and supplied new technology with no out of pocket expense incurred. It also provided critical guidance during our negotiations with our payors, which has improved our contracting results and reduced my time related to billing matters by 50% or more due to the leadership and expert management."

~ John Detelich, CEO

Radiology Associates of Tallahassee (Radiology Associates) is an independent radiology practice that has ownership interest in another local imaging center named Tallahassee Diagnostic Imaging (TDI). Radiology Associates engaged Medical Management Professionals, Inc. (MMP) to meet its billing challenges across both practices. When MMP partnered with Radiology Associates it immediately implemented its proprietary eight-part billing process known as MMPact Billing. MMPact Billing offered two major solutions for reducing days in accounts receivable (A/R), quickening cash flow, and growing revenue.

MMPactsm Coding Optimize:

Challenge: An initial MMP audit revealed an opportunity for improvements in both interventional and diagnostic coding. In addition the charge processes, traditionally managed on paper, influenced claims adjudication.

Result: MMPact Coding Optimize uses two steps to address both the coding and charge entry processes of the billing cycle to mitigate the impact of coding errors influenced by dictation. MMP held one-on-one in-services with Radiology Associates' physicians that focused on key procedure report elements and documentation standards. MMP also provided extensive training to the newly inherited coding staff, formerly employed by Radiology Associates. Because MMP performed regular audits, reported errors, and provided training to improve coding, the error rate has not exceeded 3 percent. To address charge entry, MMP converted all paper processes to electronic. This accelerated claims and reduced days in A/R. All charges are now received correctly in an electronic format, and they are entered within three to five days.

MMPactsm Claims Management

Challenge: A/R for both Radiology Associates and TDI exceeded optimum days, and aged receivables greater than 120 days were impacted proportionately. Staffing levels were higher than expected.

Result: MMP dramatically lowered days in A/R. Its ability to lower days started with an analysis of key Radiology Associates billing staff, followed by training and setting forth mandatory procedures that greatly improved claims

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performance. MMPact Claims Management applied payor specific edits that significantly improved claims adjudication and afforded quantifiable payment data. Real time front-end edits and reportable back-end claim outcomes resulted in better denial management, faster revenue recovery, and more comprehensive contract compliance.



For additional information, or to receive a proposal,
please call **1.866.310.4600** or email
radiology@cbizmmp.com

Medical Management Professionals, Inc. (MMP) was founded in 1993 and is a leading provider of billing and practice management services to radiology groups and imaging centers. It currently serves more than 150 radiology practices with more than 1600 radiologists combined. MMP's flexible solutions range from billing-only services to full-practice management services. For more information about MMP, visit www.cbizmmp.com.