

CALIFORNIA ORTHOPEDIC & SPINE

California Orthopedic & Spine Retains Veradigm for Revenue Cycle Excellence When Converting to Epic EHR

California Orthopedics & Spine is a mix of physicians and healthcare professionals dedicated to providing the highest level of orthopedic and sports care to the North San Francisco Bay Area.

⚠ THE CHALLENGE

Practice was transitioning to Epic electronic health record system but did not want to lose the benefits of Veradigm's revenue cycle management services and solutions, which had proven effective.

✓ THE OUTCOME

Veradigm worked with California Ortho to support their transition to Epic EHR while maintaining Veradigm RCS, integrated directly to their new Epic system to ensure no falloff in performance.

With expertise spanning spine care, shoulder care, hip and knee care, wrist and elbow care, foot and ankle care, and more, the healthcare providers at California Orthopedics & Spine are well-equipped to address a diverse range of orthopedic and sports-related issues, ensuring comprehensive treatment for all patients. From simple injections to eliminate discomfort and physical therapy to more involved surgeries, the practice offers a wide range of orthopedic and pain management treatments across multiple locations.

Changing EHR without compromising revenue Cycle

In 2019, California Orthopedics & Spine made the decision to transition their practice to the Epic Community Connect EHR system used by the large regional health system of which they are a member. While practice leadership knew it was the right decision, they were concerned that the transition to a new EHR could reduce or eliminate the significant progress they had made over the past several years to improve their revenue cycle results, progress which had been delivered as a result of their close collaboration with Veradigm and their dedicated team of Revenue Cycle Services experts.

CLIENT PROFILE



Marin County, CA (Bay Area) | www.caorthospine.com

OVERVIEW

- 11-physician independent practice with five offices
- Orthopedic and sports care
- Specialists on staff in care for spine, shoulder, hip, knee, wrist, elbow, foot, ankle and more
- Accepts most insurance and Medicare, Medicaid

VERADIGM SOLUTIONS

- Veradigm Revenue Cycle Services

Without the ability to sustain the improvements in accounts receivable days, denial rates, and clean claims that they had observed, the transition to Epic EHR would be far less effective than hoped. Dr David Goltz, acting in his additional capacity as Chief Financial Officer, evaluated the practice's options and consulted closely with the team at Veradigm. Building on Veradigm's demonstrated success in helping the practice advance on its revenue cycle goals and leveraging Veradigm's 12+ years of experience effectively supporting Epic EHR clients with Revenue Cycle Services, Dr. Goltz confidently recommended to his partners that the practice retain Veradigm throughout and beyond the transition to Epic EHR.



"We had good performance from Veradigm before the transition to Epic. Their ability to integrate into our new EHR pretty seamlessly, it prevented any disruption in our collections."

— **DAVID GOLTZ**
MD, CFO



Transitioning as a team

From the beginning of the change to their new EHR systems, the Veradigm EPIC project management team actively supported and participated in the system implementation, to ensure the build supported the needs of the practice and its specific revenue cycle.

Performing review of edits and work queue routing, the Veradigm team helped enable a smooth transition, reducing the denials and risks associated with delayed revenue that commonly accompany a change in billing systems.

Communication and monitoring

Consistent communication between Veradigm's revenue cycle services staff and the practice's lead coder, including both regular meetings and ad hoc collaborations as needed, was crucial to enabling the practice to maintain and even improve its revenue cycle results despite the transition to a new Epic EHR.

"As CFO, I engage directly with Veradigm on a quarterly basis, but our account managers are working with them often on a day-to-day basis, hand-in-glove," says Dr. Goltz. "It's been a good example of teamwork."

Active revenue cycle monitoring


Through vigilant monitoring revenue cycle metrics on behalf of the practice, the Veradigm team identifies emerging issues and trends, prioritizing together with the practice.

"What has impressed me is Veradigm knows our charges, knows our patients, they really know our information so well," says Dr. Goltz. "They understand the data at a minute level, there is a lot of attention to detail."

Ongoing optimization

There is no "finish line" for the revenue cycle collaboration between Veradigm and California Orthopedics & Spine. Rather, both parties view it as an active, ongoing engagement, with the goal of continual improvement. As requirements, rules, systems, processes, and tools for revenue cycle management continue to evolve, the coordinated, consistent support of Veradigm for the practice's revenue cycle will continue change and adapt as needed.

Leveraging close collaboration, industry expertise, deep experience working with practices using Epic EHR, and active monitoring of essential revenue cycle metrics, Veradigm proactively works with the practice to optimize their system workflow for revenue cycle management, and demonstrated how it will continue to support the practice in reaching its goals, now and in the future.



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