

# Veradigm RPA exceeds expectations and promotes continuous success with Med-Metrix

## CLIENT PROFILE

### Success in the story

Founded in 2010, Med-Metrix is a leading provider of performance and revenue cycle management services and technology to the healthcare industry.

Med-Metrix offers a physician-focused approach to revenue cycle management, data extraction, and decision support. Their organization helps physicians navigate the healthcare landscape as it evolves and prepare for participation in value-based care arrangements and bundled payment models. To ensure that their strategy and deliverables continue to address the most pressing needs of today's physician community, they also rely on our Physician Advisory Board to provide valuable insights. Med-Metrix is headquartered in Parsippany, NJ with satellite locations across the U.S. and an offshore facility in Manila.

### Experience and collaboration

The Med-Metrix team knows firsthand the challenges faced by today's physicians. Founded in 2010 by industry operators and led by an executive team of Revenue Cycle Management (RCM) experts, the team brings a unique perspective to challenges of RCM. John Stefanowicz, Chief Operating Officer Physician Division, Med-Metrix, is also no stranger to the complexities of RCM. With over 20 years of experience in both revenue cycle and process improvements, John reached out to a trusted partner when faced with a looming deadline in 2022.



A process that would have taken up to ten full time employees (FTE) to complete the work across a far longer period was completed in a fraction of the time. This not only produced a cost savings of FTE hours, but also allowed the Med-Metrix staff to focus on higher value and engaging projects such as collecting cash while leaving clerical pieces to the RPA thanks to Veradigm," shared John Stefanowicz, Chief Operating Officer Physician Division, Med-Metrix.

## MEDMETRIX™

Neptune, NJ

[www.med-metrix.com](http://www.med-metrix.com)

### OVERVIEW

- Founded in 2010
- Leading provider of performance and revenue cycle management services and technology to the healthcare industry
- Over 2,000 employees
- Med-Metrix is headquartered in Parsippany, NJ with satellite locations across the U.S. and an offshore facility in Manila.
- Supports over 10K providers, mostly east of the Mississippi River

### VERADIGM SOLUTIONS

Veradigm Robotics Process Automation (RPA)

### CHALLENGE

Med-Metrix needed to adjust off over 7,000 line-item transactions by EOY 2022 with less than 2 weeks remaining in the year and that time frame spanning the holidays

### SOLUTION

Med-Metrix and Veradigm came together to craft and execute a solution to fit the unique needs of the challenge with Veradigm RPA

### OUTCOMES

With the Veradigm RPA technology in place of 14 robots running concurrently, the team from Med-Metrix was able to adjust off over 7,000 line-item transactions within the span of less than 5 days.

Since the second half of 2019, the team from Med-Metrix has partnered with Veradigm in various RCM endeavors. John has developed a rewarding relationship with Ian Maurer, Vice President of Development, Veradigm, through shared successes during that time. John and Ian meet periodically to discuss strategic goals, solutions, and collaboration. On one such call, Ian mentioned the availability of Veradigm Robotics Process Automation (RPA) to John. RPA is computer software that can automate repetitive rules-based tasks typically performed by humans utilizing the user interface to manipulate data and applications. Additionally, RPA technology can leverage productivity boosters or add-ons such as API and database integrations. While RPA was not yet a good fit for Med-Metrix, John took note of the suggestion, and that information would become fruitful a few months later.



We can confidently say that Veradigm RPA exceeded our expectations, the team jumped through hoops to meet our goal and to achieve better compliance with our SLAs. Following the completion of this the project, our Days in AR decreased by several days and the percentage of AR greater than 120 days dropped by 5 points,” said John.

## Challenge accepted

Med-Metrix spans the entirety of the revenue cycle to deliver success, backed by state-of-the-art, commercial grade technology and scalable services to maximize practice’s financial performance and facilitate clinical integration among providers. As John and the Med-Metrix team approached yearend in 2022, they found themselves in a situation with limited resources and a very tight deadline. The challenge presented consisted of a need to not only collect cash as a key part of the revenue cycle prior to the deadline, but also to address clerical and administrative clean up as well all within a two-week timeframe across the holiday season. Going back to their roots of having founders that were industry operators, Med-Metrix knew

all too well the importance of solving this challenge to not just close out the year successfully, but also align for future success.

John thought back to that conversation with Ian from all those months ago and Veradigm RPA came to mind. “We needed a solution that could not only meet time constraints, but also work with limited resources, and be accurate. Veradigm RPA could meet all three parameters,” concluded John. Veradigm RPA mimics human action, operates any application, reads, and actions data in structured form all without making mistakes. Most importantly RPA is quick to implement and powerful to scale which would allow Med-Metrix to achieve greater productivity. With yearend 2022 fast approaching, John reached out to Ian and Veradigm to meet the challenge. With only two weeks to launch the project and reach our goals, the team from Veradigm jumped into action. “The RPA implementation process was concise and straightforward, the team remained flexible and available to meet our specific needs even meeting multiple times a day to ensure goals were achieved,” shared John.



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