

Veradigm Revenue Cycle Services helps UAB Selma Family Medicine Center keep the focus on the Patients

UAB Selma Family Medicine Center is the primary clinic for the UAB Health System in the central Alabama region.

Focused on patient-centered care, the practice caters to patients of all ages, including infants, children, teens, young adults, and seniors. UAB Selma FMC is dedicated to the prevention, diagnosis, and treatment of medical problems, with an emphasis on caring for the whole patient.

Patients and Purpose

With a wide demographic of patients, UAB Selma puts a primary focus on serving those in their care regardless of their age. From infants to seniors, UAB Selma knows that every decision matters and can affect the population they serve. Time should be spent focused on their patient population and not the day-to-day grind of a billing office.

In early 2022, UAB Selma found themselves in a position where they were torn between their patients and then needs of keeping their practice in a sound financial state. With that in mind, Jeff Denney, Administrative Director of UAB Selma, noted their success with Veradigm EHR. Having found previous success with Veradigm EHR and also having a strong relationship with their account exec, Denney explored further success options available with Veradigm Revenue Cycle Services.

Today's healthcare provider practices are facing staff and practice operations challenges that can make navigating the end-to-end revenue cycle more difficult than ever. Staff recruitment and retention, ongoing training, and overhead costs make maintaining a healthy revenue cycle a time-consuming and onerous process for many practices.

Veradigm Revenue Cycle Services are administrative and financial management solutions that improve efficiencies and ensure you get the most out of your business and IT investments.

CLIENT PROFILE

UAB MEDICINE

SELMA FAMILY MEDICINE

CLIENT PROFILE

- UAB Selma Family Medicine Center
- Selma, AL
- UAB Medicine Selma

OVERVIEW

- Home to four board-certified faculty physicians
- Primary training site for 18 family medicine resident physicians.
- Accepts most types of insurance including Medicare, Medicaid, and Blue Cross/Blue Shield.
- Physicians on call 24 hours a day, 7 days a week.

VERADIGM SOLUTIONS

- Veradigm Revenue Cycle Services

CHALLENGE

- UAB Medicine Selma experienced low resources staff but also a needed to maintain quality care and revenue

SOLUTION

- Veradigm presents a plug and play solution to UAB Medicine Selma to experience a reduction in A/R days and overall denials

OUTCOMES

- With Veradigm RCS, UAB Selma is now maintaining an average of 36 A/R days from a previous 164 A/R days, a reduction of 78% in accounts receivable
- Improved gross collection rate by 39%
- Increased payments per encounter by 64%

Collaboration is Key

Facing staffing shortages and needing help with billing, UAB Selma was looking for a billing solution that fit the needs of their practice. Sending a bill and hoping for the best was no longer a viable solution to maintaining a sound bottom-line and serving the community in need. Having been a Veradigm client for a year already, Veradigm RCS was a natural progression to their billing success. Veradigm RCS offered zero downtime and plug-n-play utilization.

"We needed a solution that could not only meet time constraints, but also work with limited resources, and be accurate. Veradigm RCS fit all the criteria." Veradigm RCS stepped in for all the right areas at just the right time. Veradigm RCS included:

- Submitting claims and statements,
- Working claims errors,
- Navigating denial management,
- Following up with Payers,
- Identifying credentials, and
- Helping with training.



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- Jeff Denney
Administrative Director of UAB Selma

Not only did Veradigm RCS solve an immediate problem, but it also enabled the staff to better navigate the future and steer the organization to continued success.

More than a Band-Aid

It's no shock to the healthcare world the challenges that all provider practices have faced in the last 10 years. From a global pandemic to constant regulatory changes, to an ever-shrinking bottom-line, it is important now more than ever to make the most of your revenue cycle to continue to be able to serve the population in your care for the immediate future and years beyond.

"While UAB Selma was initially looking for a way to better navigate the healthcare world of today, we have been pleased to also note far extending success in other areas," shared John.

The Veradigm Network not only offered UAB Selma, an award winning EHR but also a suite of solutions to meet the pressing needs of today and beyond. With the implementation of Veradigm RCS, UAB Selma has enjoyed: a reduction of overall denials, an increase in collections, more cash in hand, and other indirect payoffs. From a happier staff to a reduction in overtime, the natural effects are multiplying into less turnover and better hours for all staff.

When Jeff Denney was asked "Why Veradigm?", his natural answer is "Why not sooner?". Veradigm offered the organization a standard workflow and implemented tasks that ensured future success. The UAB Selma team saw a better first pass rate for claims, utilized state of the art analytical tools, and showcased both quarterly and monthly reporting with Veradigm to show that the proof was more than just spoken but also in the numbers.

Since the implementation of Veradigm RCS in 2022, UAB Selma has enjoyed an exponential turnaround in their billing operations, allowing their team to focus their time on the patients they serve.



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