



# Case Study

## *Internal Medicine Practice Starts out Right with athenahealth*



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there is a better way

### **New Practice Needs to Hit the Ground Running**

When MD/DO Associates Inc, a three plus physician Internal Medicine practice in Largo, FL broke off from a larger group nearly three years ago, it started out fresh with athenahealth. That was a wise choice, Lori Ventimiglia, office manager said, because “the support from athenahealth in setting up the practice was wonderful.”

So if you ask Ventimiglia what’s great about athenaCollector,<sup>SM</sup> athenahealth’s web-based billing and practice management service, and she can tick the answers off one by one – much faster reimbursement, less time spent on re-submitting and appealing claims, and fast and accurate reporting.

Fast-forward to the present and the practice is even more pleased with athenahealth’s innovative web-based system for patient registration, scheduling, eligibility checking, claims processing, and reporting.

### **Real Time Billing Offers a Huge Advantage**

Getting the bills out the same day the service is delivered is a huge benefit, Ventimiglia said, allowing the practice to keep days in accounts receivable low, under 46 days.

Just as important, Ventimiglia added, is athenahealth’s proprietary payer rules database, which is continually updated by athenahealth and inserted into the practice workflow, assuring that nearly 90% of claims are paid upon initial submission to the insurer.

Also helpful in that regard is eligibility checking, which Ventimiglia classified as “the best,” adding “athenaCollector checks eligibility prior to the patient visit and we are notified if potential problems exist.” Armed with that knowledge, Ventimiglia said, the practice can work with the patient and the patient’s insurer to resolve the problem before the service is delivered. That really helps to avoid difficulties at check out or when the claim is denied.

### **Flexibility a Must for Busy Practice**

Ventimiglia reported that the flexibility athenahealth offers practice physicians and staff is a huge benefit. “Two of our physicians are hospitalists. They can get online at the hospital and interact with the system. That helps us stay on top of billing.”

The physicians in the practice also like the fact that they can access patient information from home. This has proven to be very helpful when ordering prescription refills, which they can do online. Plus, everyone can check their own schedules, which also saves time.

## AT A GLANCE

### CLIENT

MD/DO Associates, Inc., Largo, FL

### ORGANIZATION

- ▶ Internal medicine practice
- ▶ 3 full-time and 1 part-time physicians
- ▶ 5 employees
- ▶ 1000 patient visits a month

### ISSUES

- ▶ Rapid operational set-up needed
- ▶ Office billing procedures need to be established
- ▶ Reimbursement income must be generated quickly
- ▶ Off-site accessibility needed to increase staff efficiency

### SOLUTION

athenaCollector<sup>SM</sup>

### RESULTS

- ▶ Office up and running quickly
- ▶ First pass paid rate nearly 90%
- ▶ Days in accounts receivable (DAR) well under 46 days
- ▶ Revenue improves significantly
- ▶ Out of office accessibility enhances productivity

Ventimiglia said that the ability to access the system from home has proven to be very advantageous for other staff people as well. “I can triage refills from home, as well as manage billing. I would never be able to keep up without this ability.”

### **Reporting Function Vital to Financial Success**

Everyone appreciates the reporting function offered through athenaCollector as well. “We have a library of reports that helps give us a picture of where the practice stands financially,” Ventimiglia pointed out. “This continues to be extremely helpful.” The practice’s financials continue to improve.

Thanks to athenahealth, it looks like smooth sailing ahead for this small practice, located just a stone’s throw from Florida’s gulf coast.

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*– Lori Ventimiglia, Office Manager*

*At athenahealth, we know  
that every practice is different.*

*Contact us to find out  
how we can help you.*



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