

Dr. Frank Reda Sees a Jump in Reimbursement Rates

The search for a solution

Since 1998, Frank Reda, MD, has been the sole provider of his internal medicine practice. Approximately nine years ago, Dr. Reda transitioned from paper records to a paperless electronic health records system. However, after being on that system for seven years, Wanda Reda, RN and practice manager for Dr. Reda, decided it was time to upgrade to a friendlier system.

"It [their EHR at the time] was too time consuming to get through and was not user-friendly. There was no real-time eligibility insurance check and no MIPS and MACRA functionality," Wanda explained.

Two years ago, the practice replaced its problematic EHR with NextGen® Office. In March of 2020, the practice implemented NextGen® Office RCM Services in anticipation of their in-house biller retiring. The NextGen Office RCM team knew that Dr. Reda's in-house biller was going to retire in July, so they planned implementation with a little bit of overlap. This overlap was necessary to accommodate for any payer or contract nuances that might've interfered with a seamless transition.

"I don't need an in-house biller because I see what NextGen can do. The system allows me to view the claim lines, read the encounter notes, and see when claims are appealed. I can see the workflow behind the claim, which is fantastic," Wanda said.

Dr. Reda's practice hasn't seen any reduction in claims going clean since implementing the RCM services in July. NextGen Office RCM team members pride themselves on reducing the administrative burden of running tons of claims.

"When I call and ask them a question, they're so knowledgeable," Wanda added.

COVID-19 arrives

Pre-COVID-19, Dr. Reda saw an average of 30–35 patients a day. When COVID-19 entered the healthcare landscape, the practice had to reduce patient capacity significantly. No one was let go, but the clerical staff had to stay out of the office for various reasons. It was just Wanda, an additional RN, and Dr. Reda running the office.

Despite the downturn in patient volume since implementation, average reimbursement per encounter has gone up \$19 in one quarter with the help of NextGen Office RCM Services.

HOW CAN WE HELP YOU?

Call us at 877-975-9160 or email
info@avsmedical.com

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CLIENT PROFILE

Frank Reda, MD

Founded: 1998

Founder: Frank Reda, MD

Location: Toms River, NJ

Practice: Internal Medicine

NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Office
- NextGen® Office Practice Management
- NextGen® Office RCM Services

HIGHLIGHTS



Reimbursement
per encounter up \$19 in
one quarter



No reduction in clean
claims since July 2020



Approximately **500**
encounters per month

