

Elation

EHR + Billing Buyer's Guide for Independent Practices

Get an overview of the key considerations for independent practices looking for an EHR + billing solution to help them deliver and get paid for high-value primary care.



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Introduction

One of the main joys of running an independent practice is the ability to provide patient-centered care and develop strong relationships with patients over time. However, alongside the "art" of medicine is the "business" of medicine which includes the efficient billing practices that form the financial backbone of an independent practice. This means that having a healthy revenue cycle is critical to your continued successful operations, so that you can ensure you're paid what you're owed as a provider of high-quality care.

Your practice revenue cycle begins with a patient scheduling an appointment and finishes when the patient and insurance company complete payment for services rendered. But beyond processing invoices, billing also directly impacts the patient experience and is ever-evolving due to policy changes and the transition to value-based care. As primary care clinicians move toward value-based reimbursement and away from the fee-for-service model, finding a modern billing solution will become even more important for the financial sustainability of your practice.

Legacy electronic health records (EHRs) which independent practices have been using – in some cases for decades – are outdated, cumbersome, and have primarily been built to support success in the fee-for-service payment model. As a result, many clinicians and staff are facing administrative burnout:

Administrative burnout is high and continues to grow

- The number of physicians reporting being very or somewhat happy with their jobs has dropped from 75% to less than half.[1]

Getting paid is more challenging by the day

- 56% of medical groups say their time in A/R increased in 2022 - a 7% increase since 2021[2]

Clearly, there is a need for simplified and modern billing solutions for independent primary care. Whether you are a physician or office manager – or a new or existing practice – we've developed this guide to help you confidently make the switch to a unified clinical and billing solution with minimum disruption to your practice operations. In this ebook, we'll briefly go over a checklist of key considerations when looking for a unified system designed for the specific needs of high-value primary care and then share a success story of a family practice that leveraged technology to reduce burden and maximize time with patients.

Buyers Guide Checklist



User Experience

Find an exceptionally user-friendly, unified experience.

- ☐ **Clinical-first design:** Many solutions start as a billing platform first - often leading to complex workflows and misaligned functionality. Seek a solution built for provider ease, from an EHR foundation
- ☐ **Unified clinical and billing:** Save time with a single sign-on for clinical and billing workflows, instead of disparate systems that require duplicate entry and undermine efficiency complicate workflows and undermine efficiency

[1] https://www.aafp.org/about/policies/all/family-physician-burnout.html

[2] https://www.mgma.com/mgma-stats/collection-challenges-growing-for-medical-practices-as-inflation-puts-pinch-on-patient-finances

- ☐ **Effective worklists:** Seek out systems with a consolidated, intuitively organized worklist that simplify issue resolution prior to submitting a claim
- ☐ **Seamless charge capture:** Ensure that procedure and diagnosis codes are automatically added from visit note documentation, and seamlessly transmitted to the billing worklist when the note is signed
- ☐ **Enrollment:** Look for a solution that allows for easy payer enrollment within your standard workflow
- ☐ **Integrations:** Get a modern design allows for ease of integration, supporting customization for specific practice needs
- ☐ **Effortless claims management:** Manage claim submissions and handle denials effortlessly with a worklist for tagging and tracking claims

Key Features

Get all the functionality you need - none that you don't

- ☐ **Appointment scheduling:** Reduce no shows and maximize revenue with easy practice and patient self-scheduling workflows, and automated reminders
- ☐ **Effective real-time eligibility:** Minimize errors and denials and ensure accurate insurance details through pre-visit real-time eligibility checking (RTE)
- ☐ **Easy online payment:** Simplify copay and balance collection with a patient payments portal that offers simplicity and convenience
- ☐ **Convenient statements:** Get a solution that allows for mail, text or email patient statements to increase collections and allow patients to pay the best way for them
- ☐ **Flexible payment plans:** Customize payment plans for patients with large balances, and automate electronic statements. Patient preferences are saved for easier payments in the future
- ☐ **Insightful reports:** Look for a system that offers modern visualizations that make evaluating performance fast and simple
- ☐ **Robust billing rules:** Ensure high first-pass resolution rates and lower resubmissions and appeals on claims with advanced rules, including NCCI edits and clearinghouse claim scrubbing

Implementation & Customer Support

Partner with an experienced team focused on ensuring a smooth transition.

- ☐ **Efficient and effective implementation:** Look for implementation support that reduces time from kickoff to payment so you can enjoy minimal disruption to cash flow and fast payments after go-live
- ☐ **ERA/insurance transition:** Stress less about EDI set-up and transition ERAs with simple and powerful enrollment tools
- ☐ **Dedicated, on-shore customer support:** After going live, ensure you have a dedicated team that can ensure continued practice success

Atembis: A Success Story

Atembis, a family practice focused on providing high-value care is run by Dr. Carroll, with two other clinicians. They elect to see an average of 17 to 18 patients a day, nearly half of most other family doctors, to maximize time with patients and allow for more personalized care. Because they run a highly-efficient practice, they're able to realize practice revenue in line with offices that see nearly twice the number of patients.

The success of Dr. Carroll's practice is driven by a powerful suite of technological tools including Elation as a centerpiece of the patient encounter and a centralized platform for both patient care and now, practice management. As an Elation user, Dr. Carroll was excited to learn about the Elation Billing solution. After transitioning to Elation Billing from PracticeSuite, Dr. Caroll's practice experienced a 30% reduction in A/R days. Unlike PracticeSuite's antiquated and fragmented user experience, Elation's modern design and ease of use means that Dr. Caroll's staff is able to leverage Elation's ecosystem of tools to effectively reduce burden on clinicians so that they can maximize the time spent with each patient and easily collect what they're owed.

About Elation



Elation Health is the most trusted technology platform for high-value primary care. Since 2010, the company has delivered clinical-first solutions — built on a collaborative EHR platform — that help practices start, grow, communicate, and succeed in delivering the highest-quality personalized care to patients. Elation Health supports primary care clinicians in upholding the craft of medicine while thriving in an evolving healthcare landscape.

Today, Elation Health serves 24,000 clinicians caring for millions of Americans.

Learn more at
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