

Independent and Thriving

How R1 RCM Helps One Pediatrics Grow

One Pediatrics is an organization composed of seven integrated practices and nearly 40 providers specializing in pediatrics and adolescent care throughout the Kentuckiana region. R1 RCM provides comprehensive revenue cycle management services, practice management and contract support for them all.



Overcoming Business Challenges

While merging several medical groups across Kentucky and Indiana into one independent organization, One Pediatrics found itself facing the challenge of handling revenue cycle management (RCM) in-house while providing quality patient care at the same time.

“For physicians like us, trying to organize into one big group and handle all of its moving parts while doing our jobs proved to be ultimately untenable,” said Dr. Lawrence M. Jones, MD, President of One Pediatrics. “As a merged group, there’s more momentum that has to be managed. Outsourcing to R1® has simplified our life, empowering us to streamline processes and improve the delivery of care. For example, we now have a methodical approach for identifying and communicating with patients who are overdue for wellness visits.”

In particular, Dr. Jones cites the impact R1 support has had on helping to relieve stress among practice staff. On top of handling both their patients and RCM, leadership was also negotiating their own contracts. “With three payers comprising approximately 70% of the market, we couldn’t afford to fail.”

“With R1’s support, we don’t worry as much about declining reimbursement rates affecting our bottom line,” Dr. Jones continued. “Having professionals at our back while we negotiate our contracts has helped us stay viable in our fight for independence.”

Focus on Independence

When R1 was initially recommended to One Pediatrics, it entered the picture as consultants. “The first thing that made us comfortable was their presentation on how we could improve our billing,” Dr. Jones explained. “They didn’t push us to hand over our whole RCM.” R1 worked closely with One Pediatrics to cement their place as an independent organization within the market, which included having a dedicated R1 representative work full time at the corporate office.

THE CHALLENGE

Remain independent and provide quality care, without the daily administrative burden of managing revenue cycle and practice management services.

THE SOLUTION

The comprehensive practice management services of R1 RCM:

- Payer Contracting Support
- Billing and Collections
- Coding Education
- Quality and Value-based Support
- Physician Analytics
- RCX Rules Technology
- Practice Operations and Management
- HR Management
- Accounting and Finance Reporting
- IT Support

THE RESULTS

- ✓ 22% Higher Collections per Visit
- ✓ Nearly 7% Higher Charge per Visit
- ✓ 99% Clean Claims Rate
- ✓ Collection Time Reduced from 32 to 23 Days
- ✓ Contract Optimization
- ✓ Lower Expenses per Visit
- ✓ More Time for Patient Care
- ✓ **Successfully Independent**

Over time, R1 was invited to support more and more aspects of practice management, including accounting and treasury, payroll distribution and employee benefit coordination. R1 uses its RCX technology, a claims-scrubbing system that resolves many potential denials before claims are submitted. Other meaningful resources R1 uses include an RCM and analytics dashboard available to providers called Tableau—as well as BaseCamp, a collaboration and resource management tool. As a result, One Pediatrics providers and staff can easily access the information they need, when they need it.

It's in the Numbers

Since beginning their partnership with R1, One Pediatrics has seen a sharp uptick in revenue. **RCX technology has improved their clean claims rate to 99%, reducing the time it takes to collect from 32 days to 23.**

From 2015 to 2018, **One Pediatrics increased charge per visit by nearly 7% and collections per visit by 22%.** In addition, R1 has provided additional support to help the practice negotiate better contract rates.

"The personal relationship we have with R1 has alleviated a lot of our anxieties," concluded Dr. Jones. "They were people we could form a beneficial partnership with because they were people we could relate to."



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My advice? Outsource. It's a disadvantage to try to handle things that take you away from doing your professional job. You could be seeing patients and improving care, but instead you're managing something that a professional could handle much more efficiently and effectively.

Dr. Lawrence M. Jones, MD

President, One Pediatrics

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A Focus on Value-based Care

Participation in value-based care models such as Anthem's Enhanced Personal Healthcare Program and Humana's Pediatrics Quality Recognition Program (PQRP) has helped to boost patient care and create increases in overall reimbursement. "Value-based programs encourage constant monitoring of gaps in care, including well visits, immunizations, and chronic care management. We were selected by Humana to be the first practice in the country to participate in their PQRP program. We're very proud of that," explains Kellie Doligale, Care Coordinator for One Pediatrics.

"Wellness visits are also reimbursed at a higher rate," say Michelle Mitchell, Client Success Director for R1. "To that end, it's a win-win for the practice and patients alike." **One Pediatrics has realized a 20% increase in collections per visit largely due to the focus on wellness visits.**

R1 has supported its focus on value-based care through robust analytics. The R1 Gateway, a practice management portal designed to support optimized care and practice performance, captures data on patient visits and can provide details on care gaps. "The R1 Gateway in combination with targeted broadcast messaging significantly improved our scheduled and kept appointments rates," continues Kellie.

"The quality programs we choose to be involved with have been thoroughly vetted by R1," say Kellie. "We know they are worth our time and effort to participate. This confidence allows us to focus our attention on the quality measures, outreach and closing any care gaps."

One Pediatrics continues to innovate in this area. A recent staff addition has created a capability for targeted behavioral healthcare also. Families are better served with significantly reduced time to see a behavior health provider for kids experiencing or at risk for anxiety, depression, eating disorders, and other conditions. Since these critical services are reimbursable, revenue leakage is avoided.



ABOUT R1 RCM

R1 RCM is a leading provider of technology-enabled RCM services which transform and solve revenue cycle performance challenges across hospitals, health systems and group physician practices. R1's proven and scalable operating models seamlessly complement a healthcare organization's infrastructure, quickly driving sustainable improvements to net patient revenue and cash flows while reducing operating costs and enhancing the patient experience.

Learn more at r1rcm.com or contact us contact@r1rcm.com.