

Proudly Independent

How RDMG and R1 RCM Collaborate to Create New Value for Both Practice and Patient



RDMG (Raleigh Durham Medical Group) is a physician-owned group of individual medical practices, with over 130 providers serving patients across North Carolina. R1 RCM provides comprehensive revenue cycle and practice management services across the RDMG enterprise.

Our Practice, Our Way

“Our goal at RDMG is to remain independent,” said Jeff Rutledge, MD FAAP, physician owner at the thriving medical group. “But that would be difficult if we had to handle practice management and such needs as billing on our own. The comprehensive nature of R1’s services allows us to do what we love to do and not get burned out by administrative work. They essentially take that off our plate and support us every step of the way with practice management support – including billing services, coding education, quality, compliance and much more.”

In particular, Dr. Rutledge cites the impact that R1’s revenue cycle management and collection services have had on practice health. “By improving collections, we now have additional revenue to reinvest back into our practice.”

Deep financial support like this closes a critical gap in RDMG’s ability to manage the medical group effectively. “Twenty years ago in medical school, we received zero business education,” he explained. “It’s a foreign language that R1 translates for us, so we can make better decisions. It’s very important to have R1 bring us this business expertise.”

Focus on Quality

Dr. Rutledge explained that practice quality is a complex area that requires substantial expertise. In a world of complex quality programs, R1 provides ongoing support to help RDMG with quality initiatives. Examples include supporting various payer quality reimbursement programs.

“With the level of work required to keep up with it all, I believe it’s more than any one practice can do on its own,” he said. R1 staff members stay abreast of these initiatives and present their findings to RDMG, which can then make more informed decisions to support quality patient care and help protect reimbursements. “This is a huge plus that helps us focus on why we are here: to take care of patients.”

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
- Practice Operations and Management
- HR Management
- Accounting and Finance Reporting
- IT Support

THE RESULTS

- ✓ Successfully Independent
- ✓ More Time for Patient Care
- ✓ Increased Collection Per Visit, Due to RDMG’s ACO Relationship
- ✓ Additional Revenue Generated by Improved Collections, Quality and Coding Processes
- ✓ Lower Expenses per Visit

Success, the RDMG Way

“It is possible to remain independent, provide good care, make your own decisions and have a practice management relationship that only enhances what you are doing on your own,” Dr. Rutledge said. “Our partnership with R1 makes it all possible.”

Dr. Rutledge noted that some medical practices may be reluctant to work with a third-party management company due to concerns over potentially losing decision making authority and compromising financial opportunity. “Neither has to be true. Working with a third-party firm doesn’t mean you have to give up control or be financially disincentivized. In fact, we are financially in a much better spot that we ever were before working with R1.”

Not every third-party relationship has been beneficial to RDMG in the past. “The success of the individual practice and physician was not at the top of their list,” Dr. Rutledge said. “The right partners realize that when we succeed, they succeed as well. That’s the relationship we have with R1. We have been working side by side together for many years to the benefit of us both.”

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The greatest benefit of working with R1 for an independent physician like me is the ability to manage my practice my way, but with an entirely different level of expertise that I wouldn’t have if I only worked on my own. As a result, I can spend the majority of my time practicing medicine and serving patients, rather than being burdened by all of the administrative aspects of running a practice.

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Jeff Rutledge, MD FAAP

Physician Owner, RDMG



**INDEPENDENT PRACTICES
ARE THRIVING IN THE NEW
HEALTHCARE WORLD.
WE’RE HERE TO HELP.**



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.