

Kidney specialist practice benefits from expert billing and revenue cycle management

Proven benefits for success

- Rapid A/R reduction of approximately 30%
- Days in A/R down 20 days
- Denials dramatically reduced
- Seamless integration with office staff for daily support
- Trusted coding experts increase provider proficiency

About Bluegrass Kidney Consultants

Formed in 2009 and based in Louisville, KY, **Bluegrass Kidney Consultants** encompasses eight area locations across Louisville, southern Indiana and Madison, IN that together deliver comprehensive renal care and chronic kidney disease and hypertension services. Caregivers also provide services at seven area hospitals. BKC's team of nearly 20 full-time staff includes six board-certified renal specialists as well as two nurse practitioners. www.bluegrasskidney.com

'We've never had the level of engagement and partnership that we have with iHealth. It's made a huge difference.'



Shannon Mattingly, RN
Practice Administrator

Challenge

In today's complex and quickly evolving value-based reimbursement environment, a medical practice's billing can no longer be a small "mom and pop" operation. The stakes for survival are just too high.

That's the conclusion the growing **Bluegrass Kidney Consultants**, an eight-site practice based in Louisville, KY, reached as their accounts receivable — particularly aging A/R — continued to rise, approaching an unsustainable \$1 million.

"We had a good relationship with our former billing provider, but it was increasingly apparent that they were just too inefficient and inconsistent to handle our needs both now and in the future," said *Shannon Mattingly, RN*, BKC's practice administrator. "We discovered that bills would be submitted, and if they were rejected for any reason, nobody knew. We had no idea of the true state of our A/R and what was being left on the table as our practice continued to grow. We knew we had to make a change.

"And, of course, we've always been focused on delivering high-quality care," she continued. "But we're quickly entering an era where we'll be paid under contracts that will require extremely specific information on what costs and outcomes we've provided. We needed a partner that had the ability and reports to help us really drill down to see which physicians have been more productive and what the costs are across providers for similar procedures."

Solution

BKC found its answer to thriving today and in the future in iHealth, which offers comprehensive technology-enabled revenue cycle services designed to speed and maximize appropriate reimbursements while freeing the practice's staff to focus on delivering high-quality health services and optimal outcomes to its growing patient population.

Results

Data and reports that drive informed decision-making —

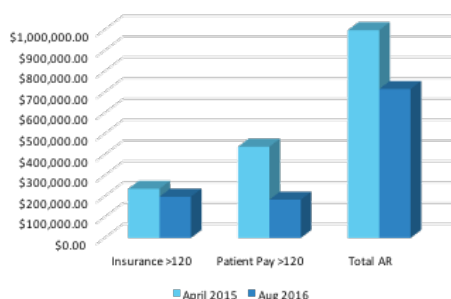
"We quickly learned to trust the data and the easy-to-use reports from iHealth. They're really helping us make the right decisions, such as when we consider which accountable care organizations or other new types of delivery organizations to join as part of the transformation of healthcare payment models," Mattingly noted.



‘Thanks to its dedication and knowledge, iHealth is well-engaged with us as a partner and as a vital part of our operations.’

Jai Bhimani, MD
Bluegrass Kidney Consultants
Louisville, KY

Aging A/R dramatically reduced in record time with expert processes for follow-up and appeals



	1 Year Total AR	Total AR	
		April 2015	Aug-16
Insurance	16% reduce	\$998K	\$715K
Patient Pay	56% reduce		

Educating us on best practices — “We were also looking for a partner that could provide billing and coding best practices to our physicians and other staff,” Mattingly said. “We knew we could do a better job on coding and the physicians were grateful for the expertise of iHealth. When iHealth brought in a certified coder with over 20 years’ experience to walk our physicians through the latest coding requirements, we knew it would make a significant difference, and it has.”

Proactive communication and provider engagement — “We really learned the meaning of partnership from iHealth,” the practice administrator stated. “They don’t wait for us to point out an issue or concern; they’re proactive. And from the receptionist at our front desk to our internal back-office staff, billers, they’re constantly communicating with the iHealth team. We’ve never had that level of engagement before and it’s made a huge difference.”

Reports that show what’s real — “Now, we receive reports that are comprehensive and easy to read,” she continued. “Every month during our financial review with iHealth, I can see that our A/R numbers keep going down. It’s exciting. We continue to whittle away at A/R; aging A/R over 180 days decreased nearly 30% right away, and we’ve experienced about the same percentage of reduction for short-term A/R...from 75 to 55 days. It’s a very satisfying feeling.”

Engaged in our success — “Thanks to its dedication and knowledge, iHealth is well-engaged with us as a partner and as a vital part of our operations,” Dr. Bhimani stated. “It’s a good relationship, and one that makes us feel good about our future.”



The physicians of Bluegrass Kidney Consultants

Learn more...

about how iHealth customers are using our solutions to improve financial health to survive and thrive in the future of healthcare. See our website at www.iHealthInnovations.com or email us at info@iHealthInnovations.com.