

# Michigan Canton Cardiology Associates

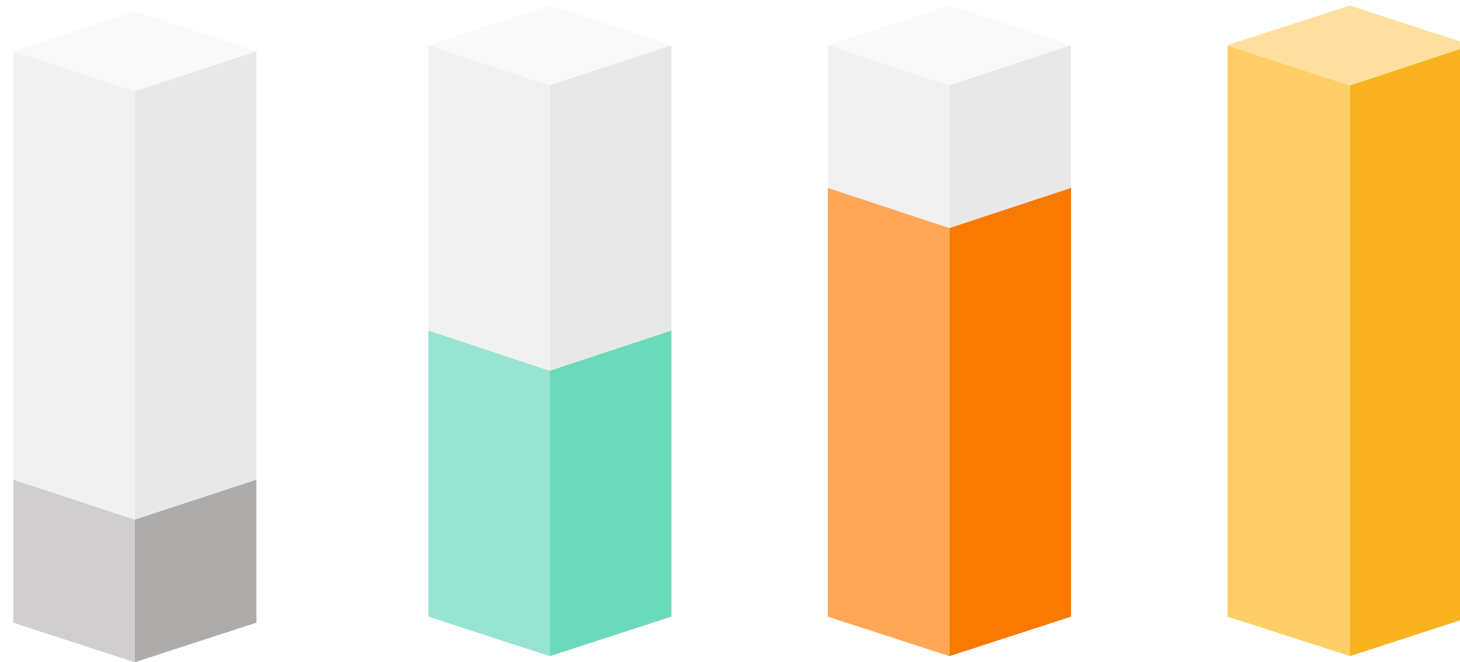
Michigan Canton Cardiology Associates PLLC is a Medical Group that has 2 practice medical offices located in Canton MI. There are 2 health care providers, specializing in Nurse Practitioner, Cardiovascular Disease (Cardiology), Internal Medicine, being reported as members of the medical group. Medical taxonomies which are covered by Michigan Canton Cardiology Associates PLLC include Nurse Practitioner, Cardiovascular Disease. They offer the best of their capabilities to their patients.



*"I know how many patients does these doctors see on daily basis, as per the count I know the amount that should be reimbursed but somehow the money stays afar - this is infuriating!"*



Misha Bertorello , Practice Manager - Michigan Canton Cardiology Associates- Canton, MI



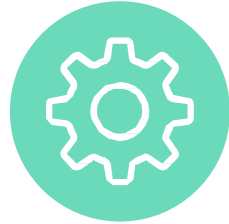
AltuMED is a metric driven company. Our work starts, progresses and concludes by showcasing numbers. For this purpose we formulated a steering committee and set out to analyze the issue at hand. We usually break our diagnosis in three main parts for ease,

# Diagnosis of Problem



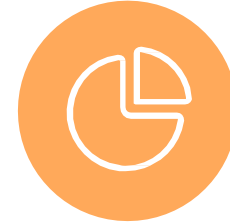
## Main Problem

1. Higher AR



## Secondary Causes

1. Late Submission of Claims
2. Mismanagement of Denied Claims



## Root Causes

1. Unclear Patient Expectations leading to problems in Patient Collections. This increased errors from Patient's side resulting in delays in claim submissions.

# 1

## Denial and Appeal Management

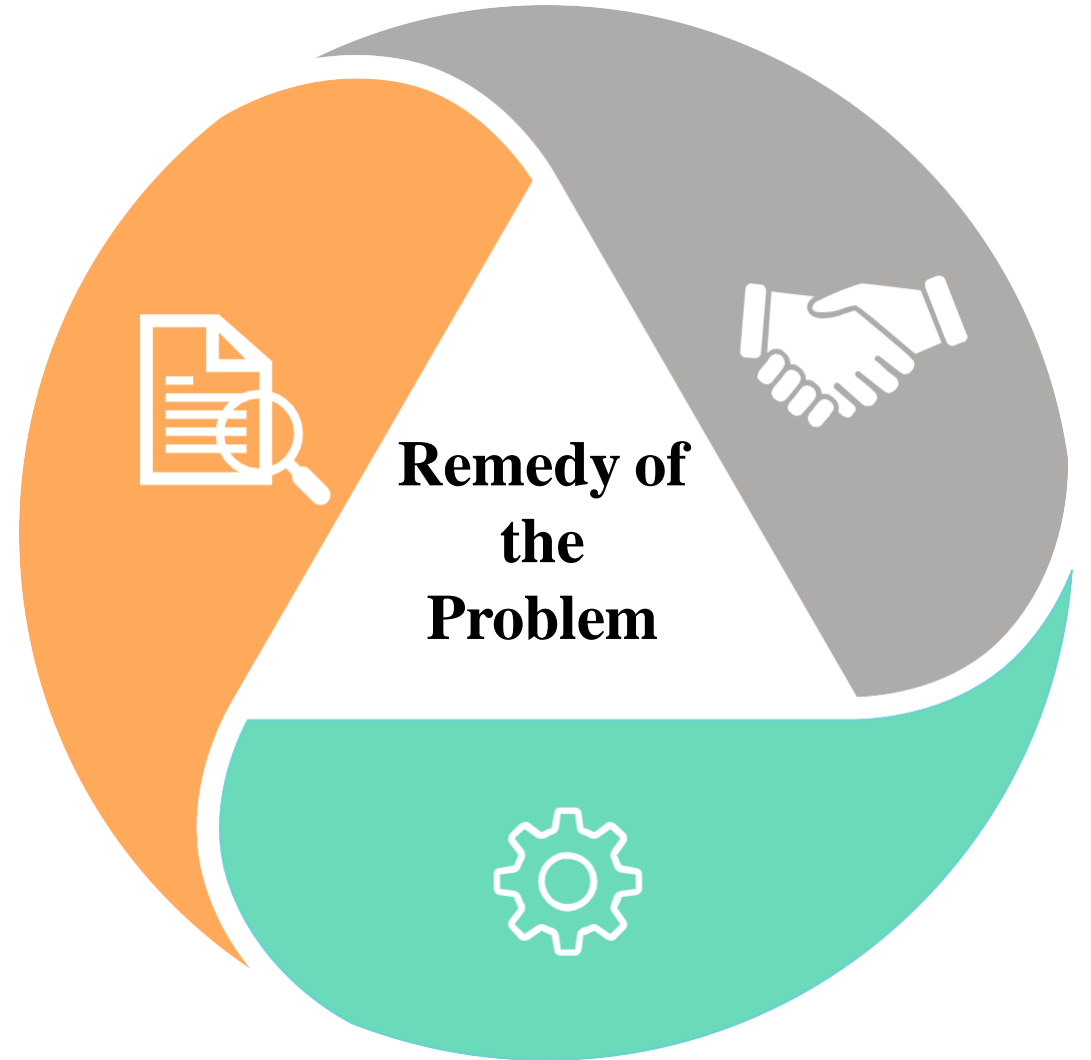
It took over the denied claims. In first 3 to 5 months we managed to accomplish 90% of the appeals, bringing about the resolve rate of 30% to the practice.

# 2

## Patient Portal

It catered to the underlying cause of all the problem. We encouraged transparency into the processes by making sure that patients understand what is expected of them.

Through our portals we made sure that patients comprehend the fee they are expected to pay upfront and why. Before we started communicating with the patients, the Patient AR was under 10%. Within 3 months we managed to raise it to 40%, by the 6th month it increased to 70%. We are currently aiming to 100%

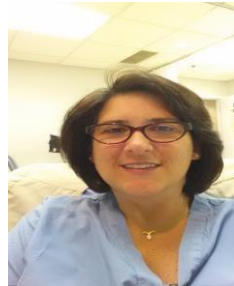


# Conclusion

- ✔ AltuMED follows a result oriented approach
- ✔ Monitoring and correcting problems at every step of the process
- ✔ Efficient and integrated approach

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***“All the pieces fit together now, doctors are content and there is a significant improvement in the outstanding collections. AltuMED Practice Portal is the saving grace and like having my own assistant in these uncertain business times .”***



Misha Bertorello , Practice Manager -  
Michigan Canton Cardiology Associates-  
Canton, MI



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# A look into the change - with AltuMED as a partner.

Before AltuMED RCM Services			After AltuMED RCM Services						
As AltuMED Commences Services			12 Months Later			24 Months Later			
Days	Dollars	% of total	Days	Dollars	% of total	Days	Dollars	% of total	
0 to 30	\$ 2,048,297.00	35%	0 to 30	\$ 1,468,391	58%	0 to 30	\$ 1,630,729.91	69%	
31 to 60	\$ 1,198,463.00	21%	31 to 60	\$ 391,758	15%	31 to 60	\$ 294,951.72	12%	
61 to 90	\$ 105,818.00	2%	61 to 90	\$ 216,240	9%	61 to 90	\$ 207,898.37	9%	
91 to 120	\$ 239,775.00	4%	91 to 120	\$ 167,743	7%	91 to 120	\$ 112,220.91	5%	
121 to 150	\$ 101,252.00	2%	121 to 150	\$ 92,360	4%	121 to 150	\$ 35,267.45	1%	
151 +	\$ 2,150,086.00	37%	151 +	\$ 197,891	8%	151 +	\$ 98,808.58	4%	
Total	\$ 5,843,691.00	100%	Total	\$ 2,534,383	100%	Total	\$ 2,379,876.94	100%	
Monthly Charges		\$2,081,341	Monthly Charges		\$2,164,769	Monthly Charges		\$2,388,537	
Average days in A/R - <b>84</b>			Average days in A/R - <b>35</b>			Average days in A/R - <b>29.9</b>			
			Note: Monthly Charges increased by 14% while A/R decreased 60%						