

Summary of Issues Resolved by Engaging PMRG

- Two head billers recruited away within a 12 month period of time.
- Collection performance eroded due to staff turnover.
- Computer system requiring expensive upgrade.
- Management reporting from billing operations provided insufficient information for effective management of the practice.

PMRG "provides the systems, support and the understanding that allow me to more successfully manage a large and growing practice."

Bernd Kutzscher, MD

Pacific Eye Specialists Partners with PMRG to Solve Staff Turnover Issue

■ **Problem**

Personnel in billing shop being recruited away to local bio-tech firm, follow up and collection performance suffers, claims submission falling behind

■ **Solution**

Outsource billing operations to PMRG

■ **Result**

Staff turnover issue resolved, collection performance improved, claim submission up-to-date and past errors corrected.

Very busy three-physician general ophthalmology group experienced sudden and unexpected turnover in the management of their billing operations when, in the span of one year, a local biotech firm hired away two billing managers.

When the practice promoted from within to replace the second manager hired away, the problems began almost immediately. Claim submission fell off, errors increased and collection performance was dramatically impacted.

Engaging PMRG to take over the billing operations "insulated us from the difficulties in hiring and retaining qualified staff in the financial area."

According to Dr. Kutzscher, moving to PMRG "has resulted in a significant improvement in our financial performance and has markedly reduced the time I have spent in overseeing and reviewing billing and collections."

Further, the move has proven to be useful and economical to the practice in unanticipated ways. The practice was able to retire their legacy computer system and replace it with a state-of-the-art Windows system that is accessed through the internet. And since the system is maintained by PMRG, the regular costs of maintenance, support, back-up, etc., have disappeared.

Additionally, the practice "now receives sophisticated reports each month that summarize all the key areas of the practice."

All told, bringing on PMRG has stabilized staff turnover, increased collection performance, lowered overhead expenditures and brought a sophisticated level of management that the existing staff was unable to provide.

"I can recommend PMRG to you without reservation."

Practice Management Resource Group

The Ophthalmology Billing Experts

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