

**Summary of findings, annual lost income:**

- Inaccurate CPT coding—**\$80,000**
- Flawed business processes—**\$150,000**
  - Inaccurate patient demographics
  - Outdated and uncorrected insurance assignment
  - Services provided never billed
  - Uncollected co-payments
  - Little or no follow up of rejected claims
- Fees set below payer allowables—**\$20,000**

*“Today, I can focus on improving my practice without worrying about billing headaches.*

*“I endorse PMRG enthusiastically. Without this company, we could not have achieved the financial success, patient satisfaction and reduced stress for the partners so quickly and effectively.”*

**Adam Friend, MD**  
Managing Partner

## Eye Care Associates of New Jersey Increases Practice Income by 50%

■ **Problem**

Practice losing considerable money annually, physicians unable to effectively manage the business process, antiquated computer system with inadequate reporting capabilities, accounts receivable out of control

■ **Solution**

Outsource billing and receivables management to PMRG.

■ **Result**

Practice income increased 50% and AR brought completely under control after 1st year of PMRG management.

Eye Care Associates of New Jersey (ECANJ) is a thriving general ophthalmology practice of two physicians with a robust optical shop supporting the medical practice. including detailed steps to correct the problems. Upon reviewing the recommendations, the physicians *“decided to trust PMRG with our billing because we were impressed with their expertise and we felt that our attempt to bill in-house was a failure.”*

PMRG was engaged by ECANJ to solve a chronic and escalating cash-flow problem. The physicians saw the amount of the draw they were able to take from the practice diminishing month after month.

During the initial consulting engagement, we calculated the value of the clinical services being provided—based on the practice’s volume of services, the existing contracts, and the payor-mix— and determined that there was approximately \$250,000 in annual income being “left on the table” - or 25% of what we projected the practice income should have been.

We reported the findings and made recommendations to the practice,

Our staff worked diligently and in partnership with the practice to implement the recommendations. We installed a new practice management computer system and trained their staff. We re-credentialed the practice through a more effective claims clearing house, and implemented an updated, streamlined business-process workflow.

By the eighth month following the project’s start, the monthly income had risen to an annualized “run-rate” of \$1.25 million, or 50% above what the practice had been collecting prior to PMRG’s assuming management of the billing operations.

**PMRG was “vital to putting our practice on the path to recovery and ultimately, success.”**

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