

Case Study

Asheboro Emergency Physicians

Asheboro, NC

Three Billing Improvements Yield One Measurable Result for a North Carolina Emergency Practice

Asheboro Emergency Physicians suspected it was losing revenue. What the group feared more was losing money during a transition with a new billing company. The group's fears were unfounded when Zotec Partners gained full cooperation from the group's current billing company, worked closely with the hospital, trained Asheboro's staff, and notified payers in order to create a seamless transition. According to Scott Hill, MD and group board treasurer with Asheboro Emergency Physicians, "our greatest concern was going from one billing company to another, but the transition was outstanding because we lost nothing and gained a lot - mostly due to efficient execution and planning on the part of Zotec Partners billing team."

Three areas within the group's billing operation required more focus and improvement: coding, documentation and self pay eligibility verification. What transpired was one measurable result.

Coding

First, Zotec Partners provided Asheboro with fully trained clinical professionals to code all billable services, and Zotec Partners' director of coding quality assurance monitored the accuracy and compliance of its coders with random audits. Coding was performed on a payer-specific basis for both procedures and diagnoses, which greatly improved the group's acuity. **Asheboro's gross charges increased significantly due to higher coding acuity and Zotec Partners' suggested fee schedule updates.**



"Zotec Partners provided monthly feedback that showed us our reimbursement status, and Asheboro's documentation and coding acuity has improved significantly because of it. Zotec has far exceeded the increase in revenue it estimated for us at the onset of the partnership."

Scott Hill, MD
Board Treasurer

Documentation

Zotec Partners saw a need for aggressive on-site, in-service documentation training from certified coders. The training covered documentation guidelines, regulatory and compliance updates and feedback including individualized provider performance reports. Zotec Partners professionals also gave the group coding feedback and education regarding state-specific CMS coding and reimbursement techniques, which remains ongoing. Zotec Partners shows the group document deficiencies in monthly reports available online via a secure client portal and which show ongoing improvements in its critical care percentages.

Self Pay

Zotec Partners' goal was to minimize the incidence of self pay and to process claims to insurance carriers. Therefore, it electronically connected with various hospital entities to integrate demographic data exchanges, electronic chart transmissions and hospital implemented electronic patient records. Each self pay account was also screened for Medicaid eligibility. **Self pay percentages have decreased since Zotec Partners took over, because Zotec Partners conducts three eligibility checks for all self pay accounts.**

One measurable result: Increased revenue.

Asheboro
Emergency
Physicians
Asheboro, NC

Medical Director &
Board Chair
Judy Osborne, MD

Group Board Treasurer:
Scott Hill, MD

Number of
Annual Visits:
39,000

Zotec Partners
billing client since:
2010

Complete Revenue Cycle Management.
Fast. Accurate. Compliant.

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