

Driving Performance in the Value-Based Economy

ALVIOR MEDICAL is a primary care clinic in Florida, offering patient-centric services in preventative medical check-ups, flexible scheduling, and in-house diagnostic and lab testing.

LEARN how the team at Alvior Medical leveraged the CareCloud platform to see a First Pass Resolution Rate of over 95% and shave off over 2.5 hours per day on administrative work.



FAST FACTS

Alvior Medical Clinic

- Primary care / Internal Medicine
- 2 Providers
- 1 Location
- 5 staff

Solutions

- Charts EHR
- Central PM
- Concierge RCM

The Challenge

- To meet the demands of a rapidly changing reimbursement landscape
- To reduce practice costs associated with administration and overtime
- To improve and gain greater transparency over practice billing

THE CARECLOUD DIFFERENCE

FPRR
TO 95.2%



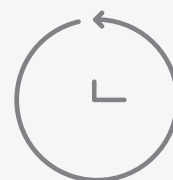
FROM 88.9%

REVENUE REALIZATION RATE
UP 96.6%



REVENUE REALIZATION
RATE

HOURS SAVED
12.5



PER WEEK



Struggling with an Outdated Practice Management System

Alvior Medical Clinic is a primary care clinic in Florida dedicated to helping patients take an active role in their own health and well-being. Patients at Alvior are cared for in a team-based environment, with Dr. Jonathan Alvior coordinating the preventive, acute and chronic needs of patients with the support of a nurse practitioner and a triage team.

As part of the Reliance Healthcare ACO, Alvior Medical had a lot of support, but still struggled with the transition to quality-based reporting and reimbursement. Facing this challenge with the Physician Quality Reporting System (PQRS) requirement for Medicare reimbursement, Alvior's PM + EHR systems were unable to supply the right information to avoid a penalty.

"WE'RE HERE TO STAY
WITH CARECLOUD."

"Our previous system was just way too inferior," notes Aileen Alvior, Practice Manager, "There were just too many workarounds. We made the decision to fail." After working with their ACO for a hardship exemption, Dr. Alvior knew it was time to look for a system that could future-proof the practice for a changing regulatory environment.

Transitioning the practice to CareCloud Concierge RCM and Charts EHR, Dr. Alvior was not only able to avoid future penalties, but also aim for bonus incentives. As the reimbursement landscape has continued to evolve, with the Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) and the Merit-Based Incentive Payment System (MIPS), CareCloud has continued to support Alvior Medical with tailored advice and a powerful integrated MIPS dashboard to help with reporting requirements.

With a focus on continuous improvements to service and software, and fast adaptation to the reimbursement landscape, Alvior Medical continues to put their trust in CareCloud. "I can say that we're in good hands," notes Aileen, "CareCloud is helping us adapt successfully."

Making Leaps on Practice Efficiency

Although the changing regulatory requirements pushed Alvior to seek a new system, it was CareCloud's platform solution that stood out during the evaluation phase. CareCloud, integrating PM, EHR and RCM in one easy solution, offered to streamline the practice and simplify billing, which was previously outsourced to a third-party.

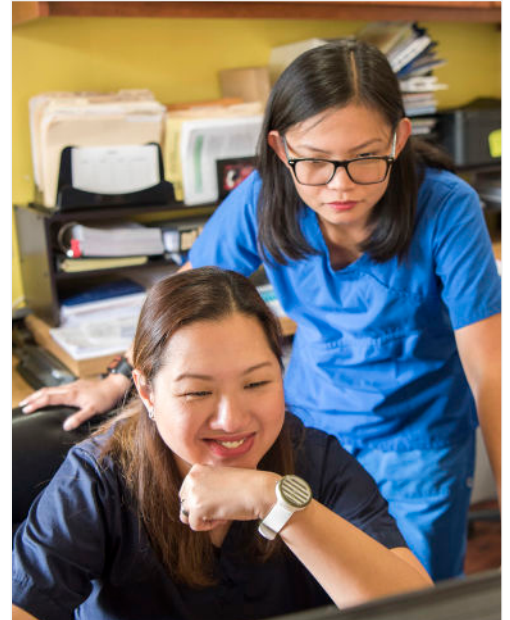
"WE DID NOT KNOW, UNTIL WE SWITCHED TO CARECLOUD, HOW LIFE CAN BE MUCH EASIER."

"With everything integrated, the practice management, billing side and charts under one system, that's pretty much what closed the deal for us," notes Aileen Alvior, "It's very superior software and I like that it's continually updated."

The whole practice finds CareCloud easy to use, from the front desk to the physician and the nursing practitioner students who come and go from the office. "For somebody who's not in the medical side, the way the apps are laid out and the format of what is shown is easy to understand," notes Aileen, who manages the stream of nurse practitioner students coming in and out of the practice. "The students find CareCloud very user-friendly."

Efficiency is critical for all areas of the practice, from how long it takes a physician to reference a patient record or to document a patient encounter, to how long it takes to move patients through the patient cycle and how quickly bills are posted. With CareCloud, flexible charting options and configurable templates save time at point of care, while the automation of day-to-day tasks streamlines workflows and helps to generate cleaner claims.

The simplified billing process and the automations built into the CareCloud platform have translated to an hour a day saved in practice administration, but the efficiencies are felt across the whole practice. In addition the front staff save up to an hour-and-a-half per day thanks to the simplified scheduling and automated patient reminders built right into CareCloud. For Alvior Medical Clinic, this has eliminated the need for any overtime.



"WITH HIGH VOLUME IN PRIMARY CARE, EFFICIENCY IS CRITICAL TO GET RIGHT."



Optimizing Practice Performance

As a practice manager, Aileen leverages CareCloud's powerful analytics suite to dig into the practice's financial, administrative and clinical performance and find opportunities to improve. "I like that we can make the changes without having to go through customer service," notes Aileen, "We have access to the system and we can easily change it and improve it."

As a hands-on practice manager, there is a continuous back-and-forth between Aileen and her support team at CareCloud. In addition to troubleshooting or sending tasks back and forth, Aileen's account manager works closely with her to define goals, answer questions or receive feedback that can be incorporated into our platform or services. In the times when a technical question has come up, Aileen has found the local support at CareCloud to be "excellent," noting they "know the system in and out."

With pre-built reports that display real-time data in seconds, it's easy to maintain constant control over the practice. "The billing side is so transparent, I can see everything and can catch issues in real-time," notes Aileen, "We're able to code, we're able to bill, we're able to review the charge and then CareCloud takes over."

Prior to CareCloud, Alvior lacked the insight into practice performance. Moving patients through the care process, documenting, billing - and even checking on the status of the billing in each individual chart - was eating up hours per day. Reports from the third-party biller only came once per month, with 'bad debt' accumulating collections that simply needed to be appealed. With CareCloud, Alvior is able to run reports on-demand, gaining full insight into practice performance. Better yet, Alvior knows that the RCM support at CareCloud will chase down every dollar - not accumulate it as 'bad debt.'

CareCloud's comprehensive RCM support made billing simple, taking on all the heavy lifting around getting paid without putting Alvior back on the line for scrubbing or managing denials and appeals. Now, Alvior boasts a first pass resolution rate (FPRR) of over 95% and a first pass no response rate of under 0.1%.

FROM PATIENTS TO PAYERS AND EVERYTHING IN BETWEEN

Want to learn more about how CareCloud can take care of your practice?

Visit carecloud.com/product-tour or
call us at 1-811-342-7519 to schedule a demo of our platform.

