

Large Specialty Group Finds Partnership for Growth

Corpus Christi Urology Group provides modern medical care to patients across five locations in Texas, including a radiation oncology center.

Learn how Corpus Christi leveraged CareCloud's RCM experts & modern practice administration technology to increase FPPR to 95% and run monthly reports 80% faster.



Carrie Salazar
Practice Administrator

FAST FACTS

Corpus Christi Urology Group

- Urology and Oncology
- 11 Providers
- 20 Staff

Solutions

- Concierge RCM
- Advanced Analytics

The Challenge

- Monthly reports for group physicians had to be run manually over a full day
- System “upgrades” would regularly lead to downtime for all practices in the group
- After upgrading to UroChart EHR, they needed a more modern financial and administrative solution that would integrate and share

THE CARECLOUD DIFFERENCE

FPPR
OF 95%



REPORTING & AUDITING
80% FASTER



REIMBURSEMENT PER PROCEDURE
12% INCREASE





A Partner for Growth

Corpus Christi Urology Group offers community care in its four Texas urology practices, plus specialized care at the Group's radiation oncology center. Corpus Christi services a very wide community, with some patients driving up to three hours to access services.

Urologists today spend an average 58 hours at work per week and more than half dedicate 10 or more hours per week to administrative duties. Like many urology groups, more and more time at Corpus Christi was being spent trying to obtain accurate and timely payment for patient care. The administrative and clinical burden associated with tracking codes, transcribing forms, remitting payments, and running reports was leading to dissatisfied staff and administrative overhead.

With a high patient volume across a wide group, it was important to find a way to deliver integrated, coordinated care across all Corpus Christi locations in a way that reduced administrative overhead. Despite the many hours devoted to providing beta feedback to a 'well known' EHR + PM solution, Corpus Christi knew it was time to shift to a more efficient staffing model supported by modern technology.

From a clinical perspective, Corpus Christi selected the urology-specific UroChart EHR, and it was through word of mouth that the practice heard about CareCloud. "We heard very impactful things about CareCloud from another large urology practice," notes Denise Martinez, Medical Assistant, Corpus Christi Urology Group, "We needed a solution that interfaced well and would support the growth of the practice."

Corpus Christi selected CareCloud's cloud-based platform and outsourced RCM services to improve financial performance and streamline operations across their network. The powerful custom-reporting and analytics built into the platform have helped deliver powerful insight into the financial, administrative and clinical performance of the entire group, providing a solid foundation for growth.

A dedicated account manager has worked closely with Corpus Christi from day one, helping understand how Corpus Christi operates to provide expert advice and personalized service. “The direct contact I have is great,” notes Carrie Salazar, Administrator for Corpus Christi, “Whether you implement new products or you’re working on an interface, our account manager is so involved. We get same day response to questions, no ‘help tickets’ required.”

“CARECLOUD IS A STABLE
PLATFORM TO SUPPORT
GROWTH”

Four years ago, Corpus Christi did all their billing in-house. Understanding the impact staffing models have on practice success, Corpus Christi decided to outsource billing to CareCloud’s RCM experts, who are trained on specialty billing and the complex changes of today’s reimbursement landscape. Offloading all the heavy lifting around getting paid, Corpus Christi was able to boost its first pass resolution rate (FPRR) from 87% to 95%.

“As we expand on the clinical side, adding new physicians, opening a pharmacy and implementing new drugs, we increase our billing,” notes Carrie, “We are able to scale that within CareCloud without creating an administrative burden.”

Advanced Analytics & Reporting Drive Performance

Carrie Salazar worked closely with her CareCloud client manager to set up custom reports and advanced analytics that run automatically every month. Physicians at Corpus Christi rely heavily on their monthly reports to monitor clinical and financial performance at the individual and group level.

CareCloud Concierge RCM helps Corpus Christi examine every stage of the revenue cycle — from the critical tasks before patients come in to the collections tasks long after they check out. These checks provide critical insight into the group and help spot issues faster to optimize business processes. Taking one step further, Corpus Christi leverages Advanced Analytics to run pre-built and custom reports to hone in on specific data such as how quickly claims are submitted or revenue trends per office.

As a large group facing a complex reimbursement landscape, Carrie is able to dig deep into her reports per practice or physician or can build ad-hoc reports with an easy drag-and-drop tool. “If I have to run a new report for audit purposes, it’s easy to maneuver,” notes Carrie, “I really don’t have to do much work.”

“It used to take us an entire day to run all the different reports, because everything was done manually going into and out of many different programs,” notes Carrie, “Now, I can probably do it within an hour or two.” Running month end reports 80% faster has saved Carrie a lot of time and provides a consistent reference point for physicians, but Carrie also digs into performance metrics every quarter with the help of her CareCloud client manager.



“ONCE YOU BUILD A REPORT, YOU REALLY DON’T HAVE TO TOUCH IT EVER AGAIN.”

“Even if I forget to run a report,” notes Carrie, “I know my metrics will be in my quarterly report, which is sent to me from CareCloud, which is great. It shows me where our practice is at.” Corpus Christi has leveraged the insights from Advanced Analytics to see a 12% increase in reimbursement per procedure.

Supporting Productivity & Staffing Success



In today’s value-based landscape, financial key performance indicators (KPIs) such as high collection rates or low denials are not the only determinants of success. Leveraging outsourced RCM services and streamlining practice administration, Corpus Christi is better able to re-allocate its staff to support value-based care.

including a seamless migration and training period. “Switching to CareCloud was really smooth,” notes Carrie, “Even compared to just an upgrade from our past provider!”

Corpus Christi opted for in-person training and support to ease the transition, but over time have been able to point new hires to the Campus training to view videos and guides to get them up to speed. After the Campus training, new hires work one-on-one with their peers at Corpus Christi to get a better feel for the practice workflow.

Using a single modern interface, front office staff are able to easily view and update patient demographics, insurance or account details, or check patients in. “It’s very easy to manage the patient process,” notes Denise, “Everything is there and visible, no searching required. It is much more efficient.”

“WE’RE ABLE TO SEE MORE PATIENTS AND GIVE THEM THE BEST CARE THAT WE CAN.”

All of these clicks translate to an audit trail, providing valuable insight into the patient process. The end result for Corpus Christi has been more efficient administration, smoother handoffs across the team and practices, and more time

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FROM PATIENTS TO PAYERS AND EVERYTHING IN BETWEEN

