

At a Glance

Organization

Mankato Clinic
Mankato, Minn.

- Multispecialty clinic with 120 physicians, physician assistants, nurse practitioners and nurses
- Eight locations spanning an 80-mile radius
- 47,000 claims transactions per month

Solution Spotlight

- Horizon Practice Plus™

Critical Issues

- Accommodate growth
- Manage reimbursements

Results

- Managed new practice needs with existing financial system
- Attained a denial rate below 7%
- Realized A/R days of 50
- Attained a 3% rate on insurance A/R greater than 90 days

Mankato Clinic Improves Staff Productivity and Reimbursements

Mankato Clinic is a multispecialty, independent group practice based in Mankato, Minn. The practice includes an urgent care clinic, a burgeoning imaging center and 120 providers delivering care at eight locations across an 80-mile radius. For more than 30 years, Mankato Clinic has used Horizon Practice Plus™, a practice management system from McKesson, for critical support — from scheduling appointments and registering patients to posting charges and collecting payments. As a result, revenue management for this expansive enterprise has been relatively seamless.

Today, Mankato Clinic processes 47,000 claim transactions per month, which far surpasses financial industry benchmarks. Additionally, denial rates are below 7%, accounts receivable (A/R) days are at 50, and insurance A/R more than 90 days is a mere 3%.

Challenges

When management at Mankato Clinic decided to expand patient services to include a convenience care clinic and an imaging center, they recognized that the growth would put added pressure on managing the revenue cycle process. To ensure success, the existing practice management system needed to be in place for the new services from day one.

“Mankato Clinic has a staff of 70 in our business office, and when our practice management system isn’t available, everything stops,” explains Bob Norman, Mankato Clinic’s director of information technology. “We couldn’t afford any system downtime as we brought up our new facilities.”

Answers

When Mankato Clinic selected Horizon Practice Plus more than 30 years ago, the organization had only one clinic and 27 providers. To fuel growth, the organization leveraged the long-term value of Horizon Practice Plus. As the practice has evolved over the years, so has McKesson’s solution.

“Payor regulations change so rapidly, but Horizon Practice Plus gives us the capability to keep up,” explains Debra Addis, Mankato Clinic’s director of revenue management. “Just a year ago, billing with an NPI (national provider identifier) was an enormous and painful undertaking nationwide; however, we felt very little impact because McKesson’s system was right on top of the changes and took away our fear.”

NPI, in fact, is the heart of Horizon Practice Plus and its ability to ensure that accurate patient data and business management are available across locations. All Mankato Clinic

Case Study

"We've been able to mold Horizon Practice Plus and all of its robust functionality to fit our practice style, save time and improve reimbursements."

Bob Norman

*Director of Information
Technology
Mankato Clinic*

facilities can share patient registration data, demographics, insurance information and physician demographics. This common data storage reduces data redundancy and data maintenance while increasing data accuracy and ensuring a longitudinal patient record across care settings.

The system's workflow management tools simplify insurance processing and maximize cash flow by managing third-party payor payments through online worklists instead of paper reports. Integrated electronic connectivity to McKesson's claims clearinghouse also means faster reimbursements for the health system. Worklists assist with follow-up for claims as well as credit and collection, and flexible online reporting tools are only a keystroke away.

In addition to increased efficiency, rapid and reliable support from McKesson has made Horizon Practice Plus a tool that staff always has on hand at Mankato Clinic.

"We use McKesson as our benchmark for what we expect for customer service and support," relays Norman. "If we have an issue, we get an answer the same day."

The answers were already in place when Mankato Clinic's new convenience care clinic was ready to go live in October 2007.

Because of the integrated practice management system, the practice didn't have to worry about system downtime to build patient demographics or billing codes.

Likewise, when Mankato Clinic's new imaging center went live in September 2008 on Horizon Medical Imaging™, a picture archiving and communication system (PACS) from McKesson, Horizon Practice Plus was there to provide integrated scheduling, registration and reimbursement.

Results

Horizon Practice Plus has enhanced the financial productivity at Mankato Clinic. The practice processes 47,000 claims transactions per month and far surpasses industry benchmarks. Denial rates are below 7%, A/R days are at 50, and insurance A/R more than 90 days is at 3%.

"Every practice wants to be able to customize the system to please physicians," Norman reports. "We've been able to mold Horizon Practice Plus and all of its robust functionality to fit our practice style, save staff time and improve reimbursements."

McKesson Provider Technologies

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