

## Anesthesia Consultants of Indiana Boosts Monthly Revenue by 33% and Strengthens Operations with McKesson Revenue Cycle Management Solutions

### At a Glance

#### Organization

Anesthesia Consultants of Indiana  
Crown Point, Ind.

- Affiliated with St. Anthony's Medical Center
- 7 physicians
- 9 CRNAs

#### Solution Spotlight

- McKesson Practice Consulting Solutions
- McKesson Revenue Management Solutions

#### Critical Issues

- Inaccurate coding
- Need for denial management
- Manual processes
- Lack of effective CRNA billing

#### Results

- Collections increased by approximately 33% per month within months of going live
- Renegotiated contracts boosted revenues
- Physician documentation improved
- Coding errors were reduced

Ineffective billing data collection, manual processes and lack of coding standards, among other things, combined to place Anesthesia Consultants of Indiana (ACI) in financial peril. Management realized that change was necessary. ACI made a strategic move and outsourced its billing operations to McKesson, a world-class provider of revenue cycle management solutions and consulting services. With McKesson's expertise, ACI gained the power to renegotiate payor contracts, improve physician documentation and boost collections by 33% per month.

#### Challenges

ACI felt its medical billing data collection process was ineffective and placed the group at great financial risk. Crucial patient information necessary to complete claims had to be manually retrieved and entered. This time-consuming process led to inaccuracies, delays and incorrect reimbursements.

ACI was also concerned that it might be leaving money on the table by not taking advantage of the reimbursement opportunities represented by the work of its certified registered nurse anesthetists (CRNAs).

"In addition to claims processing and accounts receivable reporting, our practice needed help with insurance follow-up, payment posting, correspondence/denial review, private pay collections and customer service," says Evelyn Santos, M.D., medical director. "It was clear that we needed focused technological resources for accounts receivable management."

#### Answers

After an extensive search for a revenue cycle management partner, ACI chose McKesson for its revenue cycle management solutions and practice consulting solutions. At the start of the engagement, McKesson practice consultants reviewed the group's existing processes then designed and implemented an effective solution for the practice. Specific components include:

- **Practice Support:** McKesson improved medical billing and accounts receivable management to help ensure that ACI physicians are paid what they are owed. Physician documentation standards were implemented to improve coding. In addition, McKesson's personnel worked with the group and the hospital to improve documentation flow. This coordination allows the practice to efficiently and accurately receive the patient information required for claims processing.

# Case Study

**“With McKesson, we’ve noted measurable improvements across a wide range of areas, including collections and claims processing. At the same time, coding has greatly improved. Within months of going live, collections increased by 33% per month.”**

*Evelyn Santos, M.D.  
Medical Director  
Anesthesia Consultants  
of Indiana*

- **Payor Relations:** McKesson provides strategic planning, fee schedule review and development, managed care contract review, and analysis and utilization reports to help ACI optimize revenue and improve efficiency. Rigorous payor compliance procedures help to ensure that the practice is being paid fees for which it had contracted.
- **Financial Insight:** McKesson provides cash flow management, reporting and benchmarking to help managers and physicians make more informed and profitable decisions.
- **Practice Security and Compliance:** As part of its comprehensive practice improvement efforts, McKesson helped ACI develop technology-based monitoring solutions for physician billing and coding compliance.

## Results

With McKesson’s help, ACI captured additional revenue by modifying its billing approach. Contributions of the CRNAs are now fully and properly reimbursed.

McKesson also helped boost revenue by negotiating several managed care contracts on behalf of ACI. In one instance, McKesson used its extensive market knowledge to win a nearly 6% increase in reimbursements from one of the group’s largest private payors.

“With McKesson, we’ve noted measurable improvements across a wide range of areas, including collections and claims processing,” Santos explains. “At the same time, coding has greatly improved. Within months of going live, collections increased by 33% per month.”

To ensure that ACI remains on the path to continuous improvement, McKesson representatives meet with the practice each month to provide ongoing strategic advice. Santos sees McKesson’s commitment to customer service as an important benefit. “Overall, McKesson’s performance exceeded expectations, and we are once again profitable and getting stronger financially,” relays Santos. “McKesson has truly been a great partner to us at a time of critical need.”

## McKesson Provider Technologies

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