Arthritis Consultants of Tidewater is a community-based practice in Virginia specializing in arthritis, rheumatic diseases and osteoporosis with four physicians and one mid-level provider. The practice prides itself on a whole patient approach in which the providers not only diagnose and treat the disease that initially brought the patient to their practice, but also address other health issues and connect patients to additional specialists in the community.

As a small practice with limited support staff and a high focus on patient care, Arthritis Consultants of Tidewater realized they were missing opportunities to improve workflow and increase reimbursement. The practice recognized they needed an expert to examine their revenue cycle processes and found the support offered by McKesson Specialty Health’s team of business consultants, who have helped rheumatology practices around the country drive profitability and success, to be the right fit.

“They evaluated the whole flow of the practice from check-in to claims and reimbursements which helped us tremendously. They looked at the front desk and redesigned the patient and administrative flow so it was more efficient. Then, we moved to the back and looked at what we could do in the business office to react more quickly to a denied claim,” said Brenda Condurso, practice administrator.

- Moved most accounts receivable to less than 30 days outstanding
- Improved co-pays and collections to a 91% payment rate
- Experienced a $185,000 increase in annual revenue on a top payer contract
After spending time at the practice, the McKesson Specialty Health team provided a customized tactical action plan, including a detailed list with 42 areas of improvement. With this tool and the support of the McKesson Specialty Health experts, Arthritis Consultants of Tidewater has moved most of its accounts receivable to less than 30 days outstanding, improved co-pays and collections to a 91% payment rate by implementing a financial clearance process and policy, and created processes that allow patients multiple ways to make a payment electronically.

The McKesson Specialty Health team also reviewed a payer contract representing 47% of the practice’s total revenue. The practice’s current agreement did not include rate inflators and the language favored the payer with little protection for the practice. McKesson Specialty Health’s managed care specialists consolidated the individual physician agreements into a multi-year group agreement, secured an annual rate inflator, and improved the contract language to include Mandatory Vendor Imposition protection, which will prohibit specialty pharmacy requirements (brown and white bagging). The new contract resulted in a projected $185,000 increase in annual revenue.

“We tried to renegotiate this contract before working with McKesson Specialty Health and the payer just walked out of the meeting. You never know until you have an expert who can negotiate and who knows who those players are within the payer groups,” said Brenda Condurso.

The biggest testament to the results Arthritis Consultants of Tidewater has experienced is the excitement at the practice to uncover areas of improvement, a sense of teamwork to achieve the best results possible and, in a rapidly changing healthcare landscape, knowing they have a team of experts ready to help their practice navigate the challenges ahead.

Key Benefits of working with a McKesson Specialty Health business consultant:

- Maximize reimbursement
- Engage more effectively with payers
- Improve documentation, billing and coding
- Succeed in value-based care programs

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