

# Scottsdale Medical Imaging LTD

Integration of New Billing Solution Enhances  
Practice's Revenue Cycle Performance



## Solution overview

### Company profile

Providers: 40 radiologists

Practice Type: Radiology

- 10 office locations
- Over 500,000 annual exams with Centricity® Group Management (formerly IDX Groupcast)
- Over 225,000 annual exams with Centricity RIS-IC (formerly IDX Imagecast)

### Situation

Scottsdale Medical Imaging (SMI), comprised of 40 board-certified radiologists, has provided exceptional patient care for over 20 years. The largest radiology practice in Scottsdale, SMI operates ten separate locations. SMI radiologists also provide hospital-imaging services for Scottsdale Healthcare Osborn and Scottsdale Healthcare Shea. SMI currently employs over 200 skilled technologists and administrative staff.

### Business challenge

- Current system lacked ability to grow with the practice
- Inadequate reporting capabilities
- Lack of PACS interface

### Business solution

Centricity Group Management aligned well with SMI's strategic vision. Centricity Group Management has a proven history of stability and performance: "It was an opportunity to work with stable products, which are constantly being improved. In addition, the opportunity to have dedicated proactive support was very appealing," Dr. James Whitfill, Director of Information.

## Benefits of the enhanced system

### Faster claim processing

Centricity Electronic Data Interchange Services (EDI Services), a claims submission and management solution helped SMI streamline the entire claims process. As a result, SMI is about 80% paperless. The remaining 20% are claims that need supporting documentation. Previously they would send only Medicare claims electronically while all other claims were printed. This represents a substantial cost reduction in labor, materials and postage.

### Electronic remittance

Electronic remittance from Medicare has dramatically decreased monthly FTEs time to post the Medicare EOB's. It used to take three days of an individual's time to post the Medicare EOB's, now it takes 10 minutes.

### Better reporting

Centricity Analyzer solution provides SMI with the information necessary to make smart business decisions. Marketing personnel can monitor referral patterns weekly, insurance collectors can work reports for specific denial codes for follow-up, and contract negotiators are better able to understand the true reimbursement amounts and mix of each payer.

### Cleaner claims

The Centricity Group Management Claims Scrubbing and Editing solution is a key factor in SMI's reduction in denials. The ability to catch charge entry errors at the time of charge entry is key to sending out clean claims the first time. 97.5% of claims leave SMI "clean."

### Revenue cycle improvement

As a result of their Centricity Group Management implementation they were able to eliminate temp agency workers, resulting in savings of \$100,000 annually. What makes this improvement even more impressive is the fact that SMI was able to achieve this with a 10% increase in exam volume. The efficiency of the Centricity Group Management solution also enabled SMI to reduce overtime by 75% and FTEs by 37% due to the overall efficiency of the Centricity Group Management solution.

In addition to efficiency gains, SMI has leveraged the Centricity Group Management solution to increase their Net Collection rate, decrease Day's Accounts Receivable Outstanding, and maintain a remarkable denial rate resulting in substantial cost reduction in claims.

### Summary

SMI continues to be dedicated to providing exceptional care to all patients and a key factor in maintaining such high standards has been in the implementation of the reliable, user-friendly and dynamic program provided by the Centricity Group Management solution.

### Immediate performance advancements with Centricity Group Management

- Reduction of Medicare EOB posting from 3 days to 10 minutes
- 75% decrease in overtime
- All with 10% increase in exam volume

### Key Performance Indicators

Net Collections	↑ 2.2%
A/R Days	↓ 10%
Denial Rate	↓ 2.5%

"We have been able to assign 2 FTEs to other duties to improve data quality due to efficiencies gained by the Centricity Group Management solution."

James Whitfill, MD,  
Director of Information

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