



## CASE STUDY

# Envision Medical Group

Envision is a multi-location private practice with over 40 providers in 10 locations. Focused on primary care and preventive services, Envision is located in Southeast Michigan.

## Problem

As Envision grew and expanded, they needed a more effective revenue management system that would address difficulties they were experiencing with their current system:

- ▶ Cumbersome and costly billing process
- ▶ Inefficiency of multiple databases and systems
- ▶ Not receiving proper, timely payment for services

## Purchase Factors

The practice noted:

- ▶ Ability to seamlessly manage entire revenue process
- ▶ Single database architecture
- ▶ Leading-edge technology
- ▶ High-touch services

## Results

- ▶ Tremendous improvement in cash flow
- ▶ Average revenue increase of 7.5% per visit
- ▶ Responsive and personable customer support

Located in Southeast Michigan, Envision Medical Group\* is a multi-location private practice that focuses on primary care and preventive services, including family medicine, internal medicine, pediatrics, podiatry and diagnostic services. In 2010, the Novi, Michigan office was the first of the practice's locations to implement Aprima EHR (electronic health record). As Envision grew, Aprima EHR was implemented enterprise-wide over the next three years. After this positive experience with Aprima, Envision decided to look into Aprima RCM (now Aria RCM) as well.

## FINDING THE RIGHT RCM PARTNER

With plans to expand to 10 locations by November 2014, Envision wanted to invest in a revenue management system that would enable them to function more efficiently and support their rapidly growing practice. "When it came time to update our revenue management process, we considered a wide range of options and ultimately determined that Aprima RCM was the right solution for us," said Jim Schoeck, Chief Administrative Officer of Envision Medical Group. After Aprima RCM professionals met with Envision and outlined how they would combine leading-edge technology with high-touch services to seamlessly manage Envision's entire revenue process – from eligibility checking to appealing denied claims – the practice agreed that Aprima would be the right RCM partner for them. In October 2014, Envision added Aprima RCM services throughout their organization.

## FAST, MEASURABLE RESULTS

Just one year after going live with Aprima RCM, Envision has experienced outstanding results. The growing practice has leveraged Aprima RCM to drive improved financial performance while continuing to benefit from the robust capabilities of Aprima EHR. Today, Envision has more than 40 providers in 10 locations, plus direct contractual relationships with an additional 25 specialists. "We've been able to manage our expanding operations more effectively. We feel we have a true partnership with Aprima," said Mr. Schoeck.



## About eMDs

eMDs combines leading technologies with tailored services to remove operational burden and empower healthcare providers to maximize the impact of their care. Founded by physicians, eMDs brings decades of expertise and understanding to our integrated electronic health records products, practice management software, revenue cycle management solutions, and credentialing services for medical practices and enterprises. With tens of thousands of deployed clients across a range of specialties and settings, eMDs extensive experience allows us to craft proven, transformative, solutions that meet the unique needs of healthcare organizations, enabling unmatched productivity and a superior experience for patients and practitioners alike.

**Expert Solutions.  
Stronger Partners.  
Healthier Patients.**



BACK-TO-BACK SEGMENT WINNER

**Small Practice  
Ambulatory EMR/PM**  
10 or Fewer Physicians

\*Customer received compensation as a referral and was told in advance that they would be featured in an advertisement.

## THE BENEFITS ENVISION HAS ACHIEVED WITH APRIMA RCM:

### More Efficient Billing Process

Previously, Envision had a billing arrangement that involved a series of databases and multiple systems, which made the billing process cumbersome and costly. The realities of healthcare reform have made it more critical than ever for medical practices to operate efficiently.

With Aprima, Envision is able to maintain all their patient demographics and clinical information in one database, enabling them to manage patients more efficiently as well as have complete transparency on Aprima RCM performance.

"With Aprima RCM, our practice is better able to predict our revenue stream. This helps us enormously," said Mr. Schoeck.

### Timely Payments in Full

Envision provides world-class patient services. As such, they wanted to ensure that the practice received proper payment for their services in a timely fashion. Aprima RCM has enabled them to reduce denials and underpayments and increase reimbursements.

According to Mr. Schoeck, "Aprima makes sure that we are paid promptly and in full."

### Increased Revenue and Collections

Envision has increased revenue by an average of 7.5% per visit since using Aprima RCM. "We've had a tremendous improvement in cash flow," said Mr. Schoeck. "Our net revenue per unit of service increased during a time when most people saw decreases. This is largely due to Aprima."

### Responsive Customer Service and Support

Envision notes that Aprima has been attentive to their needs and responds quickly to requests for information. "We've been impressed with Aprima and the personable and high-quality technical support they've delivered to us," said Mr. Schoeck.

In addition, Envision is pleased with how Aprima provides their staff with helpful recommendations and direction. Mr. Schoeck states that Envision's staff members don't hesitate to contact Aprima.